



*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 5, 2017**

**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 should 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”**

Background on Century-link loan and questions about status of local employment

La Crosse, WI is one of five regional headquarters locations for CenturyLink and covers the states of IL, IN, IA, MI, MN, NJ, OH, PA and WI. The regions are responsible for managing all customer contact field operations, including call centers, technicians, and retail stores. CenturyLink is one of our area's largest employers.

In the fall of 2010, CenturyLink was considering moving a number of current regional headquarters jobs from Wisconsin to another state within the region. In response, the State of Wisconsin agreed to provide a forgivable loan of \$4.5 million to CenturyLink to maintain 620 existing jobs and create 20 new jobs through December 31, 2014. This agreement was negotiated by the State and La Crosse County was brought in as the local government grantee of the CDBG funds. The County received \$6,000 reimbursement for administrative expenses. Per the contract, all jobs reporting went directly to the State, and the loan was forgiven at the conclusion of 2014.

Recently there have been rumors of layoffs at CenturyLink in La Crosse. I talked this week to Bob Brown, Vice President of Operations for CenturyLink for WI, IL and Southeast MN. According to Mr. Brown, the rapid market changes due to technology are placing less reliance on staffing of customer call centers and moving toward a “self-service” on-line model. The local offices have experienced some downsizing attrition by offering retirement incentives to some longer term senior employees that may somewhat reduce the overall number of positions. However, there are no layoffs and most of the positions are being re-filled by newer hires with lower initial compensation and benefits. The La Crosse office continues to serve multiple states for CenturyLink and Mr. Brown is willing to talk directly with any County Supervisor if they have questions or concerns.

*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 January 2017

### Lakeview Health Center and Assisted Living Campus Update

#### LAKEVIEW HEALTH CENTER & ASSISTED LIVING CAMPUS POST-MOVE UPDATE

A special moving sale was held at the old Lakeview building in mid-December due to the large amount of old furnishings and equipment that was left after we vacated the building. This sale assisted us in removing much of the personal property that remained. Proceeds from the sale will be used to cover the final costs of vacating the property as we complete this process prior to turning the building over to the new owners.

#### NURSING HOME "MEGA-RULE"

On November 28, 2016, Phase I of the new federal "mega-rule" went into effect. These new Requirements of Participation for Nursing Homes represent the greatest change in practice and care delivery for our industry since the revised rules of 1991. While full implementation of these requirements will be labor intensive and is expected to add substantial costs to the overall provision of care, CMS has recognized the enormous complexity of this rule and has allowed for phased-in implementation of the requirements. Much of the first phase focuses on person-centered language, resident rights and policy changes. Systemic changes in the area of quality improvement, infection prevention, pharmacy services, and compliance/ethics will be implemented over the next 2-3 years.

#### ASSISTED LIVING QUALITY IMPROVEMENT FOCUS

A recent series of articles about assisted living in Wisconsin has raised serious questions about the quality of services and care in many of these facilities. As part of an active network of professional provider associations, Lakeview's assisted living services are committed to the provision of quality care and services. As a member of the Wisconsin Coalition for Collaborative Excellence in Assisted Living, our organization collaborates with other providers, professional associations, the Wisconsin state ombudsman's program, the regulatory and public funding agencies, and the Center for Health Systems Research and Analysis to improve the outcomes of the individuals we serve.

In addition, our organization is active in local organizations including both hospital systems. These efforts are focused on transitions of care and collaboration amongst providers, managed care and health systems with a focus on quality care and service.

This collaboration will continue to be a priority for us as we develop our network of assisted living services on the Lakeview campus.

If you are interested in learning more about our assisted living services and quality improvement efforts or any other issue, please let me know.

Submitted by:

*Wanda Plachecki, Administrator*  
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608-786-1400  
Lakeview Health Center

## **Veterans Services**

We have finally moved into our new office. The move went very smooth and we are looking forward to having an office better equipped to assist veterans.

In September the City of La Crosse took on a challenge to end veterans homeless in 100 days. The Tomah VA Medical Center, Couleecap, Salvation Army, Catholic Charities, the Veterans Assistance Foundation, La Crosse Police Department, and the Wisconsin Department of Veterans Affairs worked collaboratively to accomplish this goal by Christmas Day. On December 20<sup>th</sup> La Crosse celebrated becoming the first city in Wisconsin to end homelessness among veterans. To learn more about the effort, please visit:

<http://endhomelessnesslacrosse.org/> This was a lofty goal, but a goal that was much needed before the bitter cold of winter set in. Congratulations to all of those who were involved in this mission.

*Adam Flood*  
*Veterans Service Officer*

# MONTHLY REPORT TO THE COUNTY BOARD

## Health & Human Services January 2017

### Human Services Department

#### **AGING & DISABILITY RESOURCE CENTER (ADRC)**

##### ADRC Regional Partnership

At a meeting on 10/31/16 among our four partner counties (Jackson, La Crosse, Monroe and Vernon), we discussed several options regarding the future of the regional ADRC partnership. Dissolving the partnership was one of the options discussed (where partner counties would either find other partners or operate their ADRC as a single county entity). Several factors have led us to this re-examination of the regional partnership:

- No funding increases in ADRC services in many years
- Complexities of furthering work on integration of Aging/ADRC services with a regional model (including financial, operational structure and oversight)
- Intent communicated by Department of Health Services (DHS) of future initiatives which appear to have the impact of increasing the complexities of continuing to work within our regional model
- Recent significant contract changes implemented by DHS

In the coming month we plan on continuing our discussions and appropriate consultations.

##### Awareness

The ADRC has received a stock of ADRC posters with tear off information sheets that are being distributed in the community. If any board member would like one/some for community locations that would accept the posting, we can make them available.

##### Transportation

Charges for transportation services (Minibus) are beginning to stabilize after the transition to a new provider this summer. Some initial service complaints are being worked out with the new provider.

#### **ECONOMIC SUPPORT (ES)**

##### MyWIChildCare Pilot Success

Western Region for Economic Assistance (WREA) completed implementation of the MyWIChildCare Electronic Benefit Transfer (EBT) initiative in October. All Wisconsin Shares Child Care Assistance cases were converted to the new payment system, all daycare providers signed a contract with the vendor to receive payments via the EBT card, and parents made their first payments to daycare providers using their EBT cards. The Department of Children and Families (DCF) is providing additional funding to WREA to provide technical assistance to other consortia as MyWIChildCare is rolled out across the balance of the state through March 2017.

##### Benefit Recovery Recognition

Bob Uebele, Lead Fraud & Program Integrity Specialist for the Western Region for Economic Assistance (WREA) Consortium, was recently recognized by the Department of Health Services (DHS) and the Office of Inspector General (OIG) for his excellent work in establishing overpayments. Bob is among the top 4 staff in the state in generating

overpayments. To date, the WREA Consortium has established \$2.6 million in overpayments for 2016. With overpayments representing benefits that were paid to recipients not eligible for the benefits, WREA's Benefit Recovery Team is important to ensuring integrity of the public assistance programs the consortium administers. As an incentive for calculating overpayments, WREA also receives 15% of all repayments made on an overpayment from DHS.

## **JUSTICE SUPPORT SERVICES (JSS)**

### New Manager Hired

Mandy Bisek has been offered and has accepted the permanent manager position for Justice Support Services, effective immediately. We're fortunate to have such a capable candidate stepping into this integral role. Mandy, formally serving as interim manager for the section, is already well known and respected among professionals in La Crosse's criminal justice system and brings an impressive record of accomplishments in advancing evidence-based practices. Congratulations, Mandy!

### Juvenile Justice

Another round of Racial Justice Training has begun, with the first of 3 full day trainings taking place on November 4. The remaining days will take place on December 2 and January 13. A good system representation is participating with participants from: Juvenile Justice, La Crosse School District, Department of Corrections, and the courts.

## **FAMILY & CHILDREN'S (FC)**

### Department of Children & Families (DCF) On-Site Meeting

On 10-5-16, Jason Witt, David Steinberg, Mandy Bisek and Tracy Puent hosted a daylong meeting with Secretary Eloise Anderson, Wendy Henderson and John Elliott from the Department of Children & Families (DCF). The purpose of the visit was to tour the Western Regional Adolescent Center. Our Adolescent Center and CORE program are increasingly being viewed as models of good practice and innovation.

We also had the opportunity to sit down with them to discuss several other issues. These included:

- How juvenile justice and child protective services (CPS) work together to best serve families/children who are in both systems ("dual status")
- The strains in the CPS system we are seeing locally that mirror statewide trends and the recent resolution passed by the La Crosse County Board of Supervisors requesting more resources for the CPS system
- The prevention efforts in La Crosse centered around the La Crosse Area Family Collaborative and neighborhood social workers; including how the level mandates, reporting requirements and high caseload inhibit CPS social workers from doing the holistic work that is both best practice and able to be performed by our non-CPS attached neighborhood social workers.

To close the day, Secretary Andersen and her team toured Washburn Corner, which is the site (thanks to Mayo Health System) that hosts a La Crosse County neighborhood social worker. We appreciated the time taken by Secretary Andersen to visit La Crosse and appreciate the opportunity it provided to give input into statewide policy.

### No Hit Zone Training

On 11-18-16 Erin Malak attended a training on becoming a "No Hit Zone" organization in our community. The presentation was conducted by Lacie Ketelhut from Gundersen Health System National Child Protection Training Center. Other local community organizations attended this training as well with the hope of providing prevention/education and raise

awareness in the community to promote safe environments. We will be exploring further how to roll this out, not only in our section, but also possibly in our agency. The “No Hit Zone” is a focus of the Safe and Healthy Environments subcommittee.

*Jason Witt*  
*Director of Human Services*

## **Health Department**



### **Governor's Task Force on Opioid Abuse:**

The third meeting of the Governor's Task Force took place in La Crosse on Friday, December 16<sup>th</sup>. All meetings have included informational presentations including source of drugs, data on addiction and death, Dose of Reality Campaign, insurance rules and gaps, prevention opportunities, and recovery option shortages. As part of the meeting on 12/16, local information was shared relating to an addiction story, advocacy for those addicted (Sara Rugg with the La Crosse Area Family Collaborative), evidence-based practices (Jane Klekamp), and the Heroin and Other Illicit Drug Task Force strategies and initiatives (Al Bliss, Health Department Health Educator and Heroin Task Force Coordinator). No recommendations or possible action items have been discussed during the Governor's Task Force meetings. Additional meetings in 2017 will be scheduled.

### **Disease Outbreaks**

In November, Environmental Health staff investigated a gastrointestinal outbreak where 13 of 15 people became ill following a birthday celebration at an area restaurant. All individuals in the celebration and staff at the restaurant were interviewed. The cause of the illness was confirmed to be Norovirus according to positive stool sample results. It is believed that an ill individual who cut the birthday cake transmitted it to others in the celebration.

From October 24<sup>th</sup> through December 21<sup>st</sup>, 52 cases of Pertussis (whooping cough) ranging in ages from 9 months to 64 years old across 3+ school districts have been reported to the Health Department. Many of these cases have presented with a persistent cough; the illness can be milder and the characteristic “whoop” absent in children, adolescents, and adults who were previously vaccinated. Most persons with confirmed cases have been up-to-date on immunization recommendations for Pertussis. No new cases have been confirmed this week; we are hopeful the outbreak is subsiding. For more information on Pertussis, go to: <https://www.dhs.wisconsin.gov/immunization/pertussis.htm>.

On Monday, 12/19, Health Department staff were notified of a large number of individuals at one area school calling in ill with gastrointestinal symptoms including vomiting and diarrhea. 150 staff and students were out sick on Friday, 12/16; it has decreased, but remained consistent at 80, 79, and 79 for Monday, Tuesday, and Wednesday respectively. School staff and families of ill students have and are continuing to be interviewed to determine the source of the outbreak. Norovirus is the suspected agent due to the short timeframe of symptoms in ill individuals. Health Department staff from the Nursing and

Environmental Divisions are working together to provide guidance to school staff and families in an effort to prevent further spread. For more information on Norovirus, go to: <https://www.dhs.wisconsin.gov/foodborne/norovirus.htm>.

**CDC Water Grant Update:**

La Crosse County Health Department (LCHD) obtained data from 989 drinking well water tests during this reporting period April 29-September 29, 2016, which included 295 Nitrate, 122 Arsenic, 398 total coliform samples and 142 metal panel. In comparison, 476 tests were completed during the first half of program year one September 30, 2015-April 28, 2016, or a 48% increase. The grant has substantially improved the testing capacity and amount of testing LCHD performs. Of tests completed, 10.19% exceeded at least 1 Maximum Contaminant Level or were present for coliform. LCHD will concentrate education and sampling efforts to specific populations with guidance from our test results.



**New Environmental Health & Lab Manager:**

We are pleased to welcome Carol Drury to our department as Environmental Health & Laboratory Manager. Ms. Drury has worked for the Department of Health Services for 19½ years as a Sanitarian and then as a Regional Coordinator for State and Agent Sanitarians. She was a Technical Specialist with an emphasis on Food and Recreational Waters for the Department of Agriculture, Trade, and Consumer Protection over the past year. She has a BS in Environmental Science and a MS in Public and

Environmental Health Administration. Ms. Drury has lived in the area for the last 19 ½ years as well.

Respectfully submitted,

*Jennifer Rombalski*  
*Health Director*

# MONTHLY REPORT TO THE COUNTY BOARD

## Internal Departments January 2017

### Finance Department

2016 was a very busy year as we went live on November 1<sup>st</sup> with the financial portion of the New World System. The transition went quite smooth as the months of preparation and training paid off in the end. I want to thank all of the departments for their patience in learning the new software, and as we go along the learning curve we will become much more efficient. I especially want to thank Lanae Nickelotti, Renee Nugent and Sabrina Steger in our Finance Department for all of the hard work in building the system and implementing the training. Also, John Parshall and his staff worked many extra hours along with Finance in dealing with security, data conversion, and implementation. We will be working in 2017 with Personnel and Information Technology departments on the next phase, which is the implementation of the payroll and human resource portion of the project. The "go live" date for this portion of the project is October 1, 2017.

January will be very busy with preparation of W-2's and 1099's. Also, the auditors are here for three days in January to do some preliminary testing and fieldwork.

We just received notice of our award, the "Certificate of Achievement for Excellence in Financial Reporting" for our 2015 CAFR (Comprehensive Annual Financial Report). This is the eleventh year that La Crosse County has received this award. The Certificate of Achievement is the highest form of recognition for excellence in state and local government financial reporting. In order to be awarded a Certificate of Achievement, the county must publish an easily readable and efficiently organized comprehensive annual financial report. The report must satisfy both Generally Accepted Accounting Principles (GAAP) and applicable legal requirements. The Certificate is only applicable for one year. Each year the Finance staff strive to maintain and achieve this high honor and submit the CAFR to the GFOA (Government Finance Officers Association) award program.

We have also just received the "Award for Outstanding Achievement in Popular Annual Financial Reporting" from the GFOA for the 2015 Popular Annual Financial Report (PAFR). The PAFR summarizes and explains the information contained in the CAFR for the last fiscal year, along with other information on the County's finances, in easily understood terms. The PAFR represents the ongoing commitment of county officials to keep the citizens informed about county finances, and to be accountable in all respects for the receipt and expenditure of public funds. This is the second year that La Crosse County has received the award for the PAFR.

The CAFR and PAFR can be found on the County website:  
<http://www.lacrossecounty.org/finance/Docs/Reports.htm>

Respectfully submitted,  
Sharon R Davidson, CPA