

LA CROSSE COUNTY HUMAN SERVICES  
ALTERNATE CARE/RESOURCE UNIT

WHO TO CALL WHEN

It sometimes can be confusing to know “who to call when” regarding questions about your foster parenting, the case plan, or a child’s needs or behaviors. The following is a list of role responsibilities which should help you in resolving your decision of whom to direct your questions/concern.

**Alternate Care Social Worker: Tracy Puent 785-6083, Dawn Miller 785-6071, Richelle Zimmerman 785-6041.**

- (1) Licensing concerns.
- (2) Training needs and reimbursements for training.
- (3) Foster care concerns nonspecific to child in your care.
- (4) Concerns about the impact of the child in your home on you and your family.
- (5) Respite authorization
- (6) Rate of pay for child in your care (supplemental/exceptional determination).
- (7) Child’s behavior in your home.
- (8) Request to remove child from your home.
- (9) Clothing allowance and miscellaneous expenses (pre-approval required if above and beyond clothing allowance or expenses not covered by basic foster care payment or Medical Assistance.
- (10) Other services necessary to support child’s placement

**Licensing Specialist: Will Herber 785-6448**

**Placement Coordinator: Kay Collister 785-6065**

**Child In Need of Protection and Services or Delinquency Social Worker:**

- (1) Questions/concerns regarding the child placed in your home.
  - >If a child has runaway or you have concerns about their safety (mental health Suicidal beh.)
  - >Authorization for transportation if necessary to and from school or appointments
  - >Visitation with biological family
  - >Scheduling and concerns about the child’s therapy or need of therapy
  - >Natural parents
  - >Case plan
  - >Court action concerns
  - >Request for child to be removed from your home

**Supervisor:**

Manager of Family & Children’s Section	Mary Ellen Prinsen 785-6076
Children with Special Needs Unit I	Keith Keller 789-4819
Children with Special Needs Unit II	Kristine Buehler 785-6225
Family Services I	Janet Holter 785-6070
Family Services II	Nancy Pohlman 785-6060
Family Services III	Diane Gates 789-7813
Delinquency Unit	Wayde Anger 785-6044

- (1) Emergency questions about the child placed in your home when the child’s caseworker and alternate care social worker are absent.
- (2) Emergency questions about foster care when the alternate care social worker is absent.
- (3) Concerns regarding your relationship with the case manager, alternate care social worker, or other agency personnel.

**Respite Care Needs: Sharon Mc Hugh 785-6056**

**Foster Care Payroll:** Tanya Ford 785-5733

**Medical Assistance Questions:** Rhonda Rude 789-4834

- (1) Questions concerning MA cards
- (2) Medical Assistance concerns. Contact Rhonda if dentist or other health care professional informs foster parent that services they plan to provide to your foster child are not covered by MA. Rhonda will deal directly with the health care provider in authorizing services and coordinate the billing to out Department.

**Child Protective Services On-Call Worker:** Evenings and weekends: Call the police dispatch non-emergency, La Crosse 785-5962 ask for the Child Protective Service on-call worker to be paged to return a call to you, the foster parent.

- (1) Emergency medical-surgical authorization
- (2) Abuse or neglect referrals regarding the child in your care or other children
- (3) After hours emergency

**Agency Intake:** 785- 6054 call Monday thru Friday 8:30-5:00.

To report abuse and neglect concerns regarding the child in your care if unrelated to the reason for placement, and abuse/neglect referrals regarding other children.

**Social Service Specialist:** Rhonda Rude 789-4834

- (1) Meetings, Times, and Places.
- (2) Refer someone that is interested in becoming a foster parent.
- (3) If you cannot reach anyone else of have any other general questions.
- (4) Questions regarding clothing allowance available for child in your care.

**Guardian ad Litem:**

They should be contacting you to obtain information about the child's progress and adjustment to placement. You can call the assigned GAL anytime to give them an update on the child.

**Foster Care Consultant:** Lynn Wilkins 783-2789

Specialized foster homes or other ongoing foster homes with questions regarding special needs children, behavior problems, advocating for school services.

**Mental Health Care Crisis:** 785-6101 all other hours call 784-4357