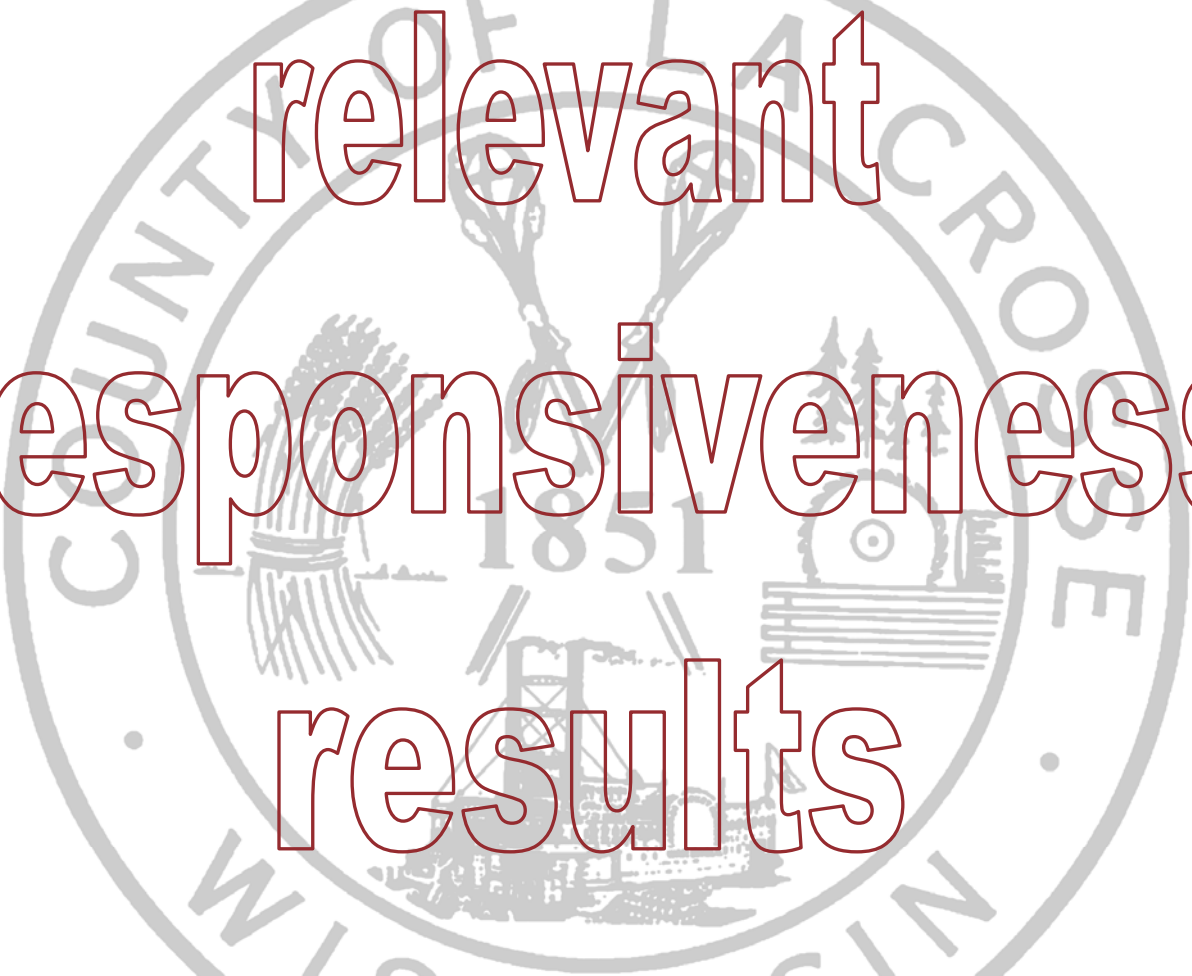


Human Services Department

2009

Director's Executive Summary



relevant
responsiveness
results
reintegration

County of La Crosse,
Wisconsin

Mission Statement

responsiveness

*Enhancing self-sufficiency and
quality of life with respect for
the dignity of the person served.*

2009

Director's Executive Summary

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The full impact of the nation's economic recession was felt by all segments of the public sector in 2009. As a result of a depressed economy, human services agencies normally see a significant increase in the demand for services while at the same time experiencing severe cuts in federal, state and local funding. The term a "new normal" became the buzz word in 2009 across the nation as people began to deal with the reality of higher unemployment rates and less availability of government services due to decreased tax revenues.



The Human Services Department in La Crosse County saw the economic crisis as an opportunity to "reinvent" many aspects of our service delivery.

As can be seen in this report, our Clinical Services Section had the most significant "face lift" with a great deal of public, consumer and staff input in creating the new section of "Mental Health Recovery Services." A new manager was hired for the section. Matt Strittmater started his duties as section manager in 2009. With a new organizational structure for the section, several new supervisors also came on board. The hiring of the first prescribing nurse practitioner, Deb Day, was a significant improvement in the availability of psychiatric services to the county's customers of mental health services.

Public input from many aspects of the community and the region was given with the planning and development of the mental health Crisis Assessment, Recover and Empowerment (CARE) Center. Tellurian, a company based in the Madison area, was chosen as the provider for the crisis center in 2009 and final pieces were put together to make the CARE center a reality in addressing the need for crisis psychiatric and detox services in 2010.

Please see the Mental Health Recovery Service web site at: <http://www.co.la-crosse.wi.us/HumanServices/CS/index.htm> for more information on the transformation of mental health services in the county and the development of the CARE center.

Likely no one section had greater impact from the recessed economy than Economic Support. Caseloads continued to rise in 2009 even with the State Department of Health Services taking over some of the functions of centralized eligibility. Planning began this year for a regionalized Call/Change Center in Western Wisconsin with eight counties seeking a new model of addressing caseload sizes and decreased state and federal funding. The goal is to have this regionalized Call/Change center operational in mid 2010.



The Wisconsin Works (W2) program also began to see significant changes in 2009 due in part to the economy and also with philosophical changes in the program with the new Department of Children and Families. Due to these changes, the Human Services Department began planning on how to address the staffing needs to be able to meet the program requirements of the state in outcomes expected with the W2 contract. The goal is to have discussions with the state and begin some new staffing patterns and programs in assisting people to find employment in 2010 as well as continue in meeting program outcome requirements of the state.

Director's Executive Summary

The Economic Support Section also was involved in assisting the state determine eligibility for the expansion of the Badger Care Program for Childless Adults. The state's estimate of those who would be eligible was lower than what actually took place and counties took on extra duties to move this program forward in 2010.

For more information on the programs provided in Economic Support, please view our entire report on line or visit the web site for this section at <http://www.co.la-crosse.wi.us/HumanServices/es/index.htm>

BADGERCARE+



The Aging and Disability Resource Center of Western Wisconsin (ADRC-WW) began its first full year of operation as a regional Resource Center for 4 counties in the Western region - La Crosse, Monroe, Vernon and Jackson. Due to a great deal of planning and coordination, this transition to a regional operation has been a success. A great deal of thanks goes to all of the staff in each of the counties for working through the coordination which was needed in training, IT, staffing, etc.

To see more information on the ADRC-WW, please visit the web site at: <http://www.co.la-crosse.wi.us/HumanServices/ADRC/index.htm>



In Family and Children's Section, the county was excited that a program called Alternative Response in child welfare was passed in the Governor's biennial budget. The Department began the process of working on a proposal to pilot the Alternative Response program in La Crosse County to begin mid year in 2010. Please visit the Family & Children's website at <http://www.co.la-crosse.wi.us/HumanServices/fc/docs/childprotection/index.htm> for more information on Alternative Response and our county's proposal.

The state Department of Children and Families began planning for the next round of Child and Family Service Reviews (CFSR) with the federal government in the Spring of 2010. La Crosse County was chosen to be one of the counties to be part of this federal review of 45 federal indicators of outcomes for children and families in the child welfare system. At the time of writing this report, La Crosse and 3 other counties in Wisconsin (Sauk, Columbia, and Milwaukee) completed their CFSR and preliminary results have been posted on the Family & Children's website at <http://www.co.la-crosse.wi.us/HumanServices/fc/docs/childprotection/index.htm>.



The Director of Human Services was asked to be involved in a review of the Juvenile Correctional Institutions in Wisconsin during the summer of 2009. The state Department of Corrections is faced with the potential of needing to close or downsize one of the JCI's in the state. They were looking for input from counties to begin this planning. La Crosse County's Juvenile Detention Facility has also seen a significant downsize in Utilization over the past year, likely due to the fiscal

Director's Executive Summary

issues counties are experiencing. The Department has begun the process of looking at future design and scope of our Juvenile Detention Facility.

For more information on all the services provided through our Family and Children's Section please go to our web site at <http://www.co.la-crosse.wi.us/HumanServices/FC/index.htm>



In 2009, the Department, in 2009, merged the substance abuse services with the Justice Sanctions section, which includes the OWI and Drug Courts. One reason for doing this was to have consistency in philosophy and practice throughout the substance abuse services. The Section also planned a name change to "Chemical Health & Justice Sanctions".



The Woman's Community Based Alternative to incarceration had its first full year as well as a move to its permanent location. The transition to the new location has gone well. For more information on all the services provided through our Chemical Health & Justice Sanctions Section please go to our web site at: <http://www.co.la-crosse.wi.us/HumanServices/JS/index.htm>.

Finally, as Director of the Human Services Department for the past twelve years, I regret that I will be leaving the county in the summer of 2010 to take a position with the State of New York. I have totally enjoyed my years in this community as well as the State of Wisconsin. We have much to be proud of. I believe we have been a good example of "the best in public services" for many years. I wish you all the best in your futures.

Feel free to email us anytime at <http://www.co.la-crosse.wi.us/HumanServices/hsfeedback.htm>. Please review the entire annual report at <http://www.co.la-crosse.wi.us/HumanServices/reports.htm>.

Part of our core values is to be responsive to community needs and relevant to each of our stakeholders. We need your voice to be able to do this. We look forward to hearing from you!

Gerald Huber, Director



Director's Executive Summary

MENTAL HEALTH RECOVERY SERVICES Goal: Through regular utilization reviews of all out of home placements, we plan to continue to assist the Community Support Program (CSP) to serve at least 90% of their consumers in the community in natural living environments (less that a 10% placement rate).

PROGRESS TOWARD GOAL: 9.7% of CSP consumers were in a residential placement as of April, 2009. 8.1% of CSP consumers were in a residential placement as of July, 2009. 8% of CSP consumers were in a residential placement as of October, 2009 even though the size of the program has increased. The Utilization Review team at the county continues to assist in determining less restrictive options when appropriate.

ECONOMIC SUPPORT GOAL: Meet the W-2 Performance Standards to assure we earn the Right of First Selection.

	W-2 Performance Standard
Entered Employment Placement Rate	35%
Wage at Employment	\$7.82
W-2 Informal Assessment Standard	95%
W-2T Formal Assessment Standard	95%
Basic Education Activities	65%
SSI SSDI Receipt 12 months	30%
SSI SSDI Receipt 24 months	45%

Performance Measurement Data: La Crosse County was awarded the Right of First Selection for the 2010-2011 W2 contract based on meeting benchmarks set for the above Performance Standards. La Crosse County's proposal for the 2010-2011 W2 contract has been approved by the Department of Children & Families (DCF). The county continues to meet the benchmarks set by DCF for this contract period.

AGING & DISABILITY RESOURCE CENTER -WW GOAL: The ADRC of WW will improve its rural outreach to include new methods in the expanded counties to reach 100 individuals in face-to-face outreach activity in the first year to inform them of services and assistance available.

Performance Measurement Data: This has been completed but will continue more outreach throughout the year too.

FAMILY & CHILDREN'S GOAL: Meet federal and state requirements of the Child & Family Service Reviews (CFSR) and the state's Quality Services Review of 2008 and report on these outcomes quarterly to the Health & Human Services Board.

Performance Measurement Data as of September 30, 2009:

CFSR Performance Measurements		
	Federal Benchmark	La Crosse County
Time to Reunification	76.2% or more	75%
Re-Entry into Out-of-Home Care	8.6% or fewer	9.09%
Placement Stability	86.7% or more	86.58%
Median Length of Stay (State standard only, not federal)	24 months or fewer	11.7
Recurrence of Maltreatment	6.1% or fewer	0%
Maltreatment in Out-of-Home Care	0.57% or fewer	0%
Time to Adoption	32% or more	100%

CHEMICAL HEALTH & JUSTICE SANCTIONS GOAL: In 2009, each participant in the Women's Community Based Program who is referred to various aspects of treatment will complete a minimum of 50% of these program requirements.

Progress toward Goal: Participation in program requirements remains at almost 100%. The groups within the Women's residence are very popular and the women report learning a lot and enjoying presentations and participating. Thirty-six (36) women have participated since the residential portion of the program opened in November 2008 through September 30, 2009. Eleven (11) women completed the program between June 30, 2009 and September 2009, seven (7) successfully transitioned to the community. Four (4) of those 11 were unsuccessful. Successful completion in this quarter is 64%. As of September 30, there were 4 residents and 5 more were pending who moved in to the residence early in October.

ADMINISTRATION GOAL: The Department will develop policies and plans to assure compliance with the 2008 fiscal audit findings and continue "benchmarking" fiscal goals for the Department.

Progress toward Goal 1: Purchasing and Contracting Ordinances have changed. Internally our policy has been updated to reflect these changes. All supervisory staff have been trained on these policies. The Department has worked extremely closely with the Finance Department on responses to audit concerns within the Comprehensive Community Services (CCS) program. Through staffing decisions, the Department has emphasized Quality Control standards within CCS and other Medicaid funded programs. Audits conducted this quarter show significant gains in most areas of concern by the auditors.

Please continue to check our Department web site at the link posted below for updates on initiatives.

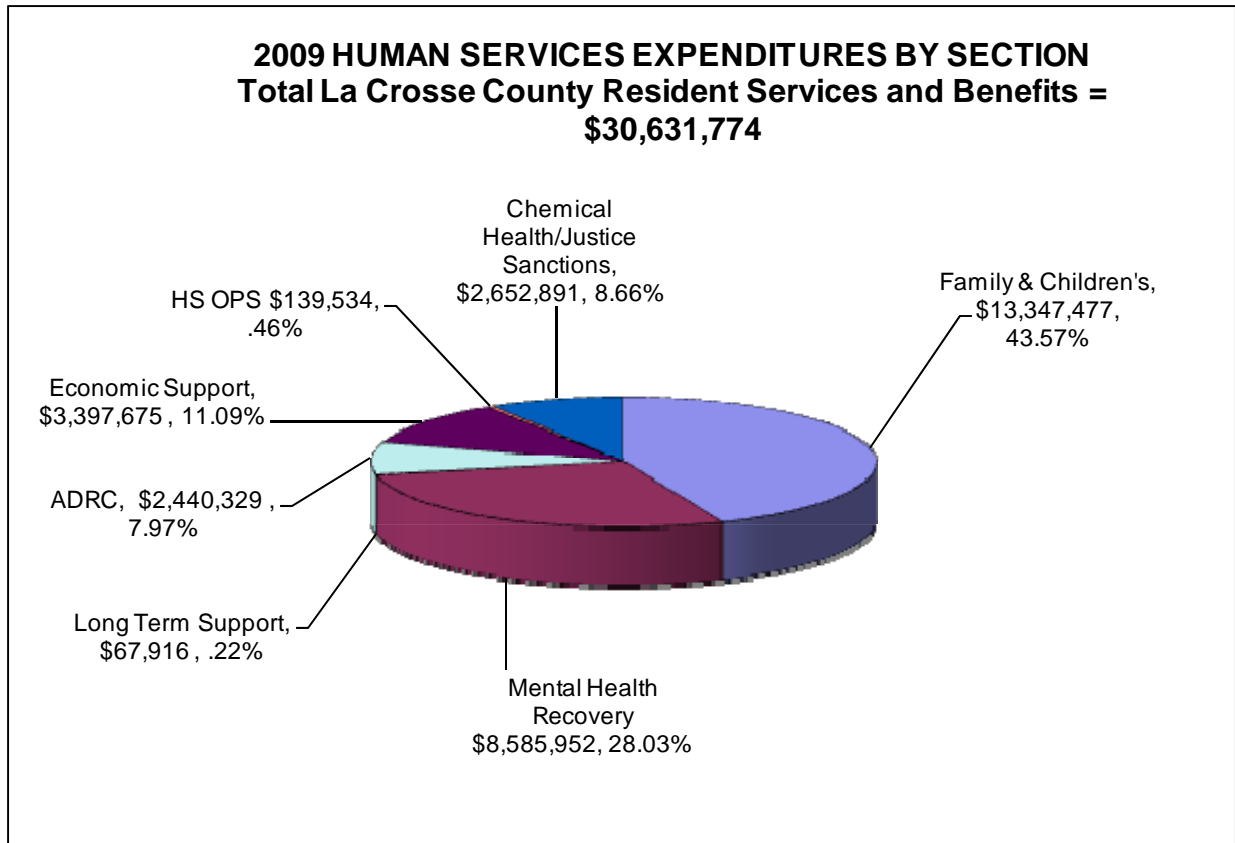
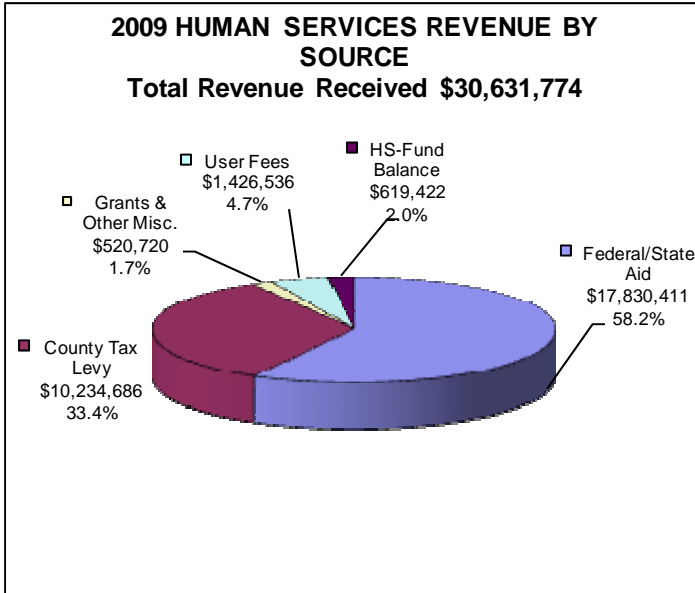
[Welcome to La Crosse County Human Services](#)

La Crosse County
Human Services
"The Best in Public Service"

Director's Executive Summary

In the full version of our 2009 Annual Report, each Human Services Section reported on their primary services. Reflected in our Revenue and Expenditures Charts are the resources by Section for the provision of these services for La Crosse County residents. To view the full version of the 2009 Annual Report, please visit our web site at <http://www.co.la-crosse.wi.us/HumanServices/reports.htm>.

The Human Services Department is proud of its numerous accomplishments and quality services while being an excellent steward of public resources. We will need to continue our leadership in government and community/regional partnerships, built upon trust, while we enhance the self sufficiency and quality of life for those we serve.



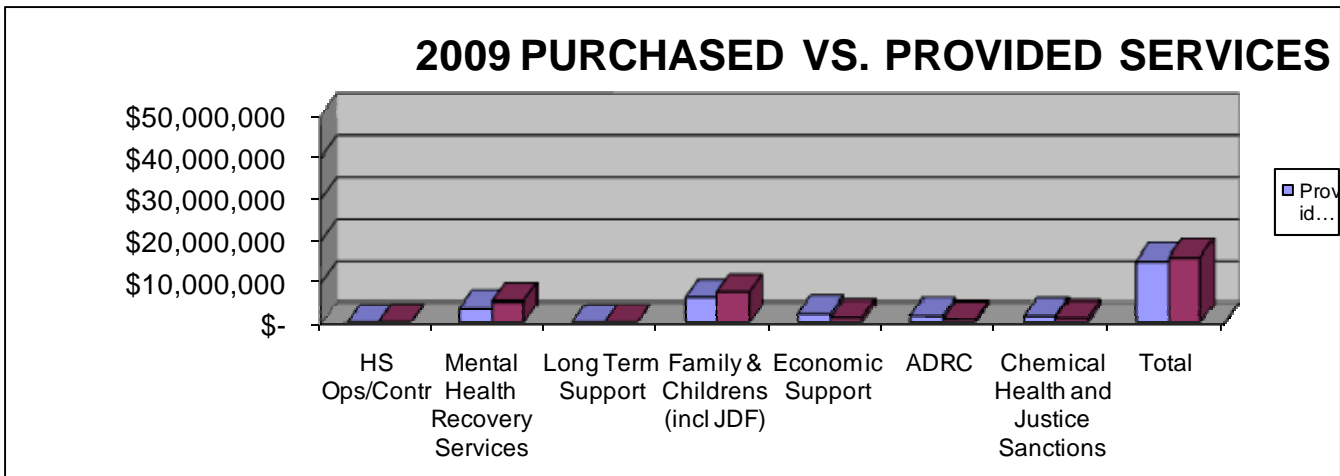
Director's Executive Summary

In looking at all that is accomplished through the La Crosse County Human Services Department, one can see that we have a tremendous effect not only with the people we serve, but also on the economy of La Crosse County. Since 51.6% of our services are purchased, businesses benefit from these contracts as do the persons they employ to carry out quality services for our clients.

Of course, little of what we do could occur without the resources from all levels of government, insurances, and the clients themselves. Many of these revenues are the result of federal and state mandates that our Human Services Department is required to perform for

the people we serve. By far, the greatest sources of revenue are from the federal and state levels of government. We will face increased challenges in accomplishing our mission as cuts in federal, state and local budgets occur. This will make our work of providing and purchasing of services for the most vulnerable citizens even more difficult. However, true to our mission, we will enhance self-sufficiency and quality of life with respect for the dignity of the person served.

Dean Ruppert,
Operations Administrator



"Unaudited"

	HS Ops/Contr	Mental Health Recovery Services	Long Term Support	Family & Children's (incl JDF)	Economic Support	ADRC	Chemical Health & Justice Sanctions	Total
Provided	\$ 27,848	\$ 3,426,564	\$ 3,080	\$ 6,020,767	\$ 2,176,057	\$ 1,636,868	\$ 1,540,567	\$ 14,831,751
Purchased	\$ 111,685	\$ 5,159,388	\$ 64,836	\$ 7,326,710	\$ 1,221,618	\$ 803,461	\$ 1,112,324	\$ 15,800,022
	\$ 139,533	\$ 8,585,952	\$ 67,916	\$ 13,347,477	\$ 3,397,675	\$ 2,440,329	\$ 2,652,891	\$ 30,631,774

Director's Executive Summary

Contracted Services* 2009

Abby Vans	Gundersen Lutheran Medical Center
Adams & Associates LLC	Hoffe Counseling
Amherst H. Wilder Foundation aka Bush Residential Services	IMED Mobility
Assisted Care, Inc	Independent Living Resources
Attic Correctional Services	Integrated Development Services
B-Care Corporation	Lily Lake Adult Family Homes aka Stateline Mental Health Care LLC
Beyond Boundaries of Autism	Lori Knapp Inc
Candlelight Vision Corp.	Lutheran Social Services of WI and Upper MI, Inc.
Caring Hearts Home Care & Transportation	Midwest Monitoring
Catholic Charities	Mille Lacs Academy
Chileda	North West Passage
City of La Crosse/MTU/First Student	Northfield Center
Clinicare Corporation	Reaching Your Potential
Cottonwood Group Homes Inc	Riverfront Inc.
Coulee Children's Center	RSVP
Coulee Council on Addictions	Salvation Army
Coulee Youth Centers	St. Clare Health Mission
Domestic Violence Intervention Project	Stein Counseling and Consulting
Elmore Academy	Teipner Treatment Homes inc
Family & Children's Center	Tomorrow's Children Inc
Family Resources	Trempealeau County Healthcare
Family Works Program Inc	Wisconsin Early Autism Project
Fly Horse Stables	Workforce Connections inc
Franciscan Skemp Healthcare	YWCA of the Coulee Region

* Services over \$25,000

Director's Executive Summary

The Department wishes to express our sincere appreciation to members of the Health and Human Services Board, our County Administrator, and the entire County Board for their commitment in assuring quality services are provided to all the customers of Human Services. From a local, state and even national perspective, La Crosse County has been seen as an innovator in meeting the needs of our community. The County is responsive to community needs, focused on results for services provided and committed to allowing each of our customers to reintegrate back into their communities and achieve their full potential.

Health and Human Services

2009 Board Members

Sharon Hampson, Chairperson
Jill Billings, Vice-Chair
Loren Kannenberg
James Glasser
Margaret Wood
Bill Brockmiller
Tammy Gamroth
David Trapp
Brad Konkel



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Contact us at: <http://www.co.la-crosse.wi.us/HumanServices/hsfeedback.htm>