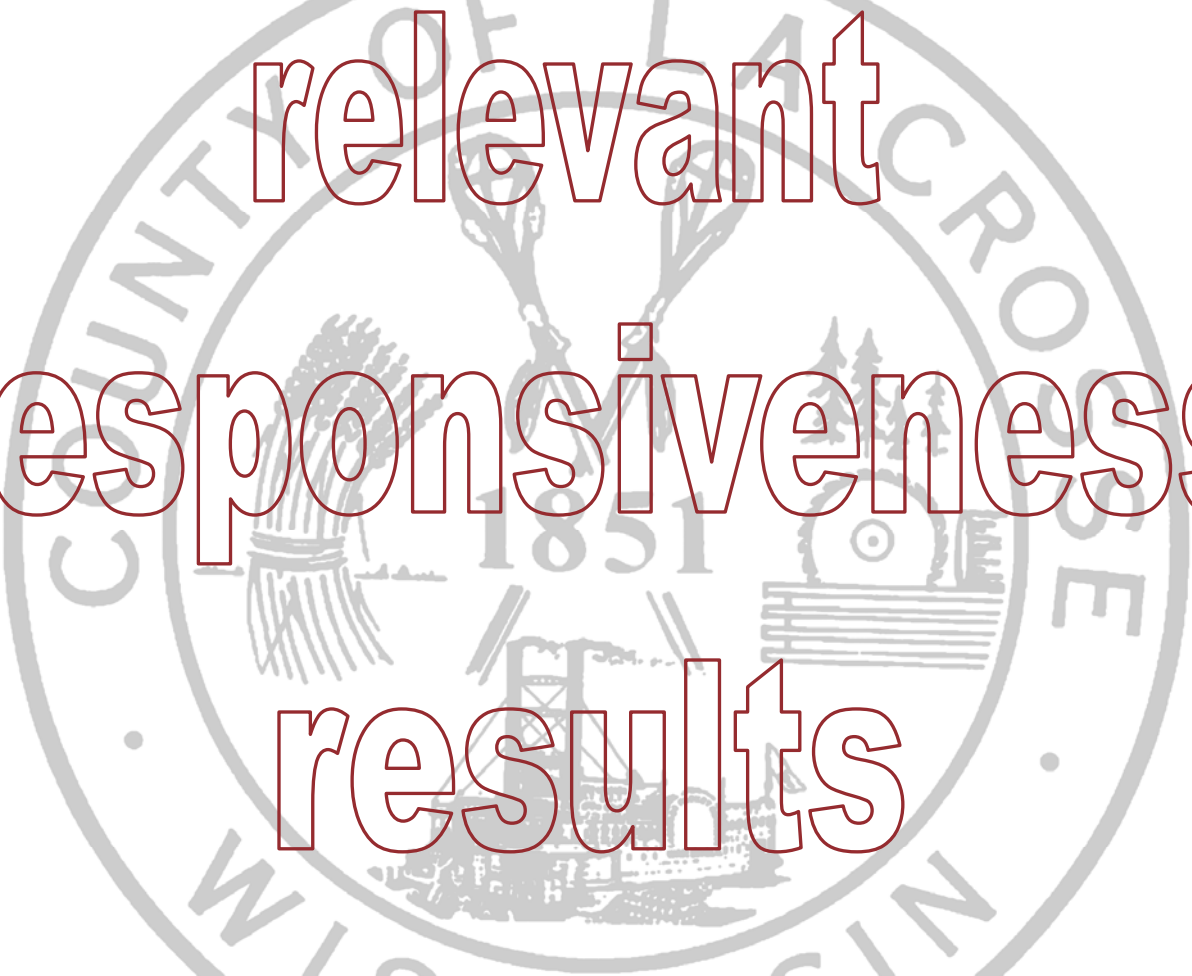


Human Services Department

2010

Director's Executive Summary



relevant
responsiveness
results
reintegration

County of La Crosse,
Wisconsin

**FAMILY
&
CHILDREN'S**



**AGING &
DISABILITY
RESOURCE CENTER
OF WESTERN WI**



**CHEMICAL
HEALTH &
JUSTICE
SANCTIONS**



**MENTAL HEALTH
RECOVERY
SERVICES**



**ECONOMIC
SUPPORT**



**LA CROSSE COUNTY
HUMAN SERVICES**

Mission Statement

responsiveness

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

2010

Director's Executive Summary

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Hardship related to the "Great Recession" lingered in calendar year 2010. It became clear that 2010 and 2011 would be years where the Human Services Department would need to work extra hard to position itself to continue to successfully fulfill its mission in light of what likely would be a major restructuring of government funding. The State of Wisconsin was able to mostly keep dollars for local Human Services Departments stable in 2010 through the use of federal stimulus dollars. But with those dollars going away in July of 2011, and with both the federal and state governments facing enormous deficits, major changes were on the horizon.



June 2010 marked an end to an era for the Human Services Department with the departure of Director Jerry Huber. After twelve years leading La Crosse County Human Services, Jerry returned to his roots on the East Coast for an excellent job opportunity. Operations Administrator Dean Ruppert stepped in as Interim Director and ably led the Department through the 2011 budget process. His focus on bringing section managers together under a "team approach" to budget development, eliminating "silos" and careful service prioritization kept the Department on the right track to face upcoming challenges.

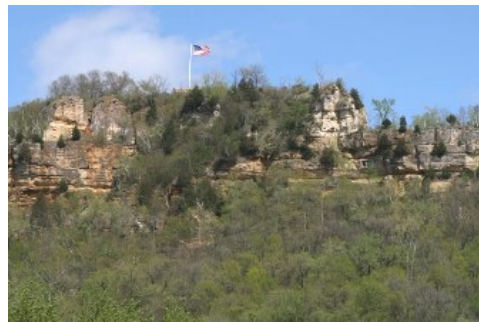
The full 2010 report gives a nice overview of La Crosse County Human Services, program changes, finances and service usage. The summary below highlights examples of progress in 2010 categorized by three important strategic areas: (1) sharing resources with regional partners; (2) staying on the cutting edge of effective practice; and (3) developing less costly and restrictive community care options. All three of these strategies hold the key to securing a solid future for La Crosse County Human Services.

Sharing Resources with Regional Partners Economic Support Services (ESS) Regional Call Change Center

In July 2010, La Crosse County's ESS Section, utilizing "seed money" provided by the State of Wisconsin, began a pilot program to provide Change Center services to seven regional partner counties. Partner counties include: Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau and Vernon. The Change Center provides a way for ESS customers to call and talk to an eligibility worker immediately in order to update their case and report changes that may impact their income maintenance benefits. It was developed to improve customer service and create workload efficiencies by providing customers a direct connection to a Financial Employment Planner and real-time updates to program information for the most accurate benefit determinations.

If the pilot proves successful, La Crosse and its partner counties would contribute to fully fund Change Center operations after July 1, 2011. The partnership is an opportunity for counties to share resources to provide ESS services both more effectively and at a lower cost.

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>



Director's Executive Summary

Aging and Disability Resource Center of Western Wisconsin (ADRC-WW) –Sharing Resources

In 2010, the ADRC of Western Wisconsin continued to grow within this regional concept by continuing efforts toward building awareness of the assistance available in the four counties served. In 2010, the ADRC-WW received 11,128 referrals, a significant rise from the 9,005 referrals of the previous year.

For more information on the programs provided in the Aging and Disability Resource Center of Western Wisconsin, please visit the web site for the ADRC-WW at <http://adrcww.org/>.



Staying on the Cutting edge of Effective Practice

Child Protective Services (CPS) Alternative Response

On July 1, La Crosse County CPS officially began as one of five pilot counties for Alternative Response. La Crosse was awarded a grant to implement this two track system to respond to allegations of child abuse and neglect, combining the existing system of traditional investigation with alternative response to assess and work with families in moderate to low-risk cases.



Traditional child protective services focus on investigations of possible maltreatment to determine if children have been or are at risk of being harmed. They are generally governed by legal requirements. Alternative responses allow child welfare agencies to intervene with families in more supportive ways, often by focusing on assessing families' strengths and needs and providing services.

Alternative Response has been implemented in a number of states and counties across the nation. Research has shown that Alternative Response results in:

- Increased child safety and well-being.
- Fewer repeat cases of abuse and neglect.
- Lower placement rates of children in foster care.
- Reduced costs over time.
- Increased satisfaction, both by families involved with the child welfare system and child welfare workers.

Implementation of Alternative Response in La Crosse County continues to evolve as staff participates in intensive trainings and feedback and practice sessions with state personnel to develop practice and policy for statewide implementation.

Please visit the Family & Children's website at <http://www.co.la-crosse.wi.us/HumanServices/fc/index.htm>.



Chemical Health & Justice Sanctions Evidence Based Practices (EBPs)

A request for proposal was distributed in October 2010 in all areas of contracted services, with a focus on adding requirements related to the use of evidence based practices and attaining specific outcomes. Proposals were received and the following vendors were chosen for services to begin March 1, 2011:

1. Specialized Education/Alternative Education: Hiawatha Valley Mental Health Clinic and Coulee Council on Addictions
2. Outreach: Coulee Youth and Adult Services
3. Supported Housing: Coulee Youth and Adult Services

Director's Executive Summary

CHJS also continued to focus more on outpatient, outreach and supported housing services as opposed to residential services. Several studies conducted in the mid- 1980's concluded that outcomes were the same for both residential and outpatient treatment settings, making the appropriate use of outpatient treatment more cost-effective (<http://www.oas.samhsa.gov/HRS/ch5.htm>). This shift allows more people to be served over a longer period of time. 2,170 services were funded in 2010, ranging from detoxification at the hospital to outreach services.

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>.

Developing Less Costly and Restrictive Community Care Options

Mental Health Recovery Services (MHRS) CARE Center
A Crisis Diversion Center was added to the array of MHRS services on May 18, 2010. The CARE Center is a crisis assessment and non-medical detoxification center that is intended to provide more cost effective triage and intervention for individuals undergoing distress due to mental health and/or substance abuse concerns. 24 hour awake staff collaborate with La Crosse County Mobile Crisis staff to rapidly assess individuals in distress to determine if an alternative to more restrictive care can be offered. CARE Center staff and affiliated Community Bridges staff also assist consumers as needed to connect and/or reconnect with natural, community and professional supports in the community.



These elements are all in motion and making a difference for individuals in the community as evidenced by the outcomes achieved for the 275 consumers served during 2010:

- Extremely high consumer satisfaction
- Local hospital admission and readmission rates reduced as much as 32%
- La Crosse County funded mental health inpatient admission and readmission rates reduced as much as 47%
- Chapter 51 Emergency Detention rates dropped an additional 12% in 2010

For more information on the programs provided in Mental Health Recovery Services, please visit the web site for this section at <http://www.co.la-crosse.wi.us/HumanServices/cs/index.htm>



November brought the arrival of Jason Witt as the new Human Services Director. Jason, a La Crosse native, came back to his home town from his most recent position as Deputy Director of Human Services in Rock County, Wisconsin. November also saw pivotal elections, with Republicans gaining majorities in both of Wisconsin's legislative chambers and taking control of the Governor's mansion. With area need for human services continuing to grow, against a much changed fiscal and political landscape, 2011 will surely prove to be a year of great challenge for human services, but hopefully also one of opportunity.

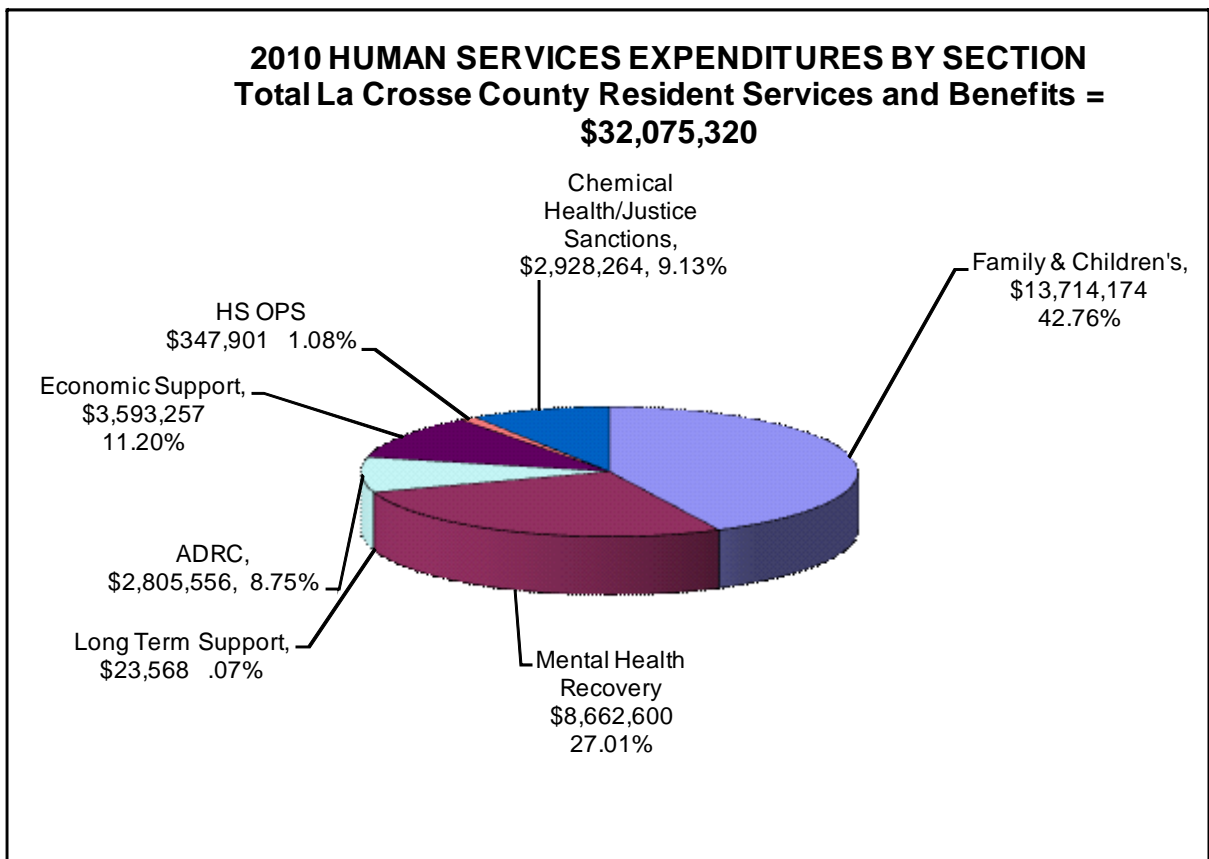
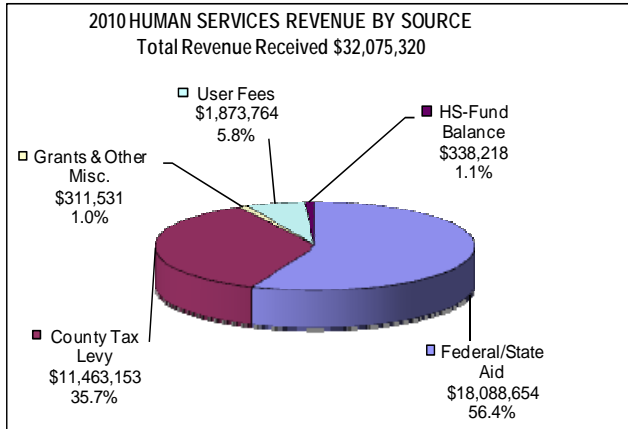
Feel free to email us anytime at <http://www.co.la-crosse.wi.us/HumanServices/hsfeedback.htm>. Please review the entire annual report at <http://www.co.la-crosse.wi.us/HumanServices/reports.htm>.

Jason Witt, Director

Director's Executive Summary

In the full version of our 2010 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 2010 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

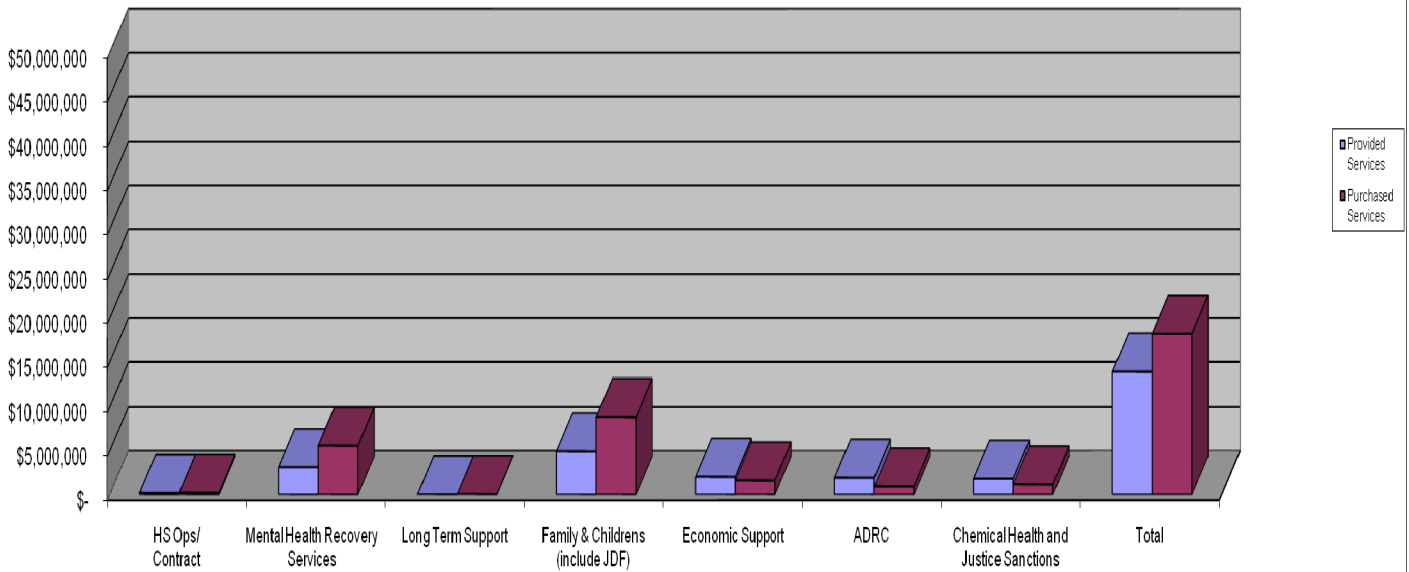
In looking at all that is accomplished through the La Crosse County Human Services Department, one can see that we have a tremendous effect not only with the people we serve, but also on the economy of La Crosse County. Since 56.7% of our services are purchased, businesses benefit from these contracts 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

2010 PURCHASED VS. PROVIDED SERVICES



	HS Ops/ Contract	Mental Health Recovery Ser- vices	CCO Long Term Sup- port	Family & Children's (incl JDF)	Economic Support	ADRC	Chemical Health & Justice Sanctions	Total
Provided Services	\$ 27,848	\$ 3,426,564	\$ 3,080	\$ 6,020,767	\$ 2,176,057	\$ 1,636,868	\$ 1,540,567	\$ 14,831,751
Purchased Services	\$ 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* 2010

Abby Vans	Gundersen Lutheran Medical Center
Adams & Associates LLC	Health Professionals LTD
Aramark Services Inc	Independent Living Resources
Assisted Care, Inc	Lily Lake
Attic Correctional Services	Londre, Dr. Karen
Behavioral Interventions	Lori Knapp Inc
Blaschke and Schneider	Lutheran Social Services
Caring Hearts Home Care & Transportation	Lutheran Social Services of WI and Upper MI, Inc.
Catholic Charities	Midwest Monitoring
Chileda Institute	New Vision Wilderness
Clinicare Corporation	Nexus
Coulee Children's Center	Northwest Passage
Coulee Council on Addictions	Positive Alternatives
Coulee Region Cremation	River Valley Guardian
Coulee Youth Centers	Riverfront Inc.
Data Resource Inc	Satellite Tracking
Dickinson Funeral Home	Schumacher Kish
Discovery Counseling by Ray Pavelko	Siemens Healthcare Diagnostics
Domestic Violence Intervention Project	St. Clare Health Mission
Eau Claire Academy	St. Amelian Lakeside
Elmore Academy	Stein Counseling and Consulting
Family & Children's Center	Tellurian UCAN Inc
Family Resources	Tomorrow's Children Inc
Family Works Program Inc	Top Hat, Inc
Fly Horse Stables/Dawn Swenson	Woodruff Jandt
Franciscan Skemp Healthcare	Workforce Connections inc
Gemini Cares	YWCA of the Coulee Region
Goodwill Industries	

* 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.

Director's Executive Summary

Health and Human Services 2010 Board Members

Sharon Hampson, Chairperson
Jill Billings, Vice-Chair
Loren Kannenberg
James Glasser
Margaret Wood
Bill Brockmiller
David Trapp
Tammy Gamroth (Jan-Apr)
Brad Konkel (Jan-Apr)
Monica Kruse (May-Dec)
Bill Feehan (May-Dec)

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

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

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

Visit us at: <http://www.co.la-crosse.wi.us/HumanServices/>

