



*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: September 2, 2010**

**Re: September Monthly Report to the County Board**

Attached is the September 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”**

**Reminder: Policy Planning Agenda has been moved to September 13, 2010**

The primary agenda items will be an overall presentation on the 2011 County Administrator's Budget

**Human Services Director Recommendation**

Following a national recruitment and an intensive interview process that included the Health & Human Services Board, community members, department heads and employees, I am recommending Mr. Jason Witt as the next La Crosse County Human Services Director. The County Board will be asked to approve his appointment at either the September 13<sup>th</sup> or 16<sup>th</sup> meeting. He would begin his duties November 1, 2010, if approved.

Mr. Witt will leave his current position as Deputy Director of Rock County Human Services, in Janesville, Wisconsin. A La Crosse native and graduate of La Crosse Central High School, he holds a Bachelor of Arts degree in Political Science from the University of Wisconsin at La Crosse. Mr. Witt also holds a Juris Doctorate degree from the University of Wisconsin Law School at Madison, and a Master of Arts in Public Affairs Administration from the LaFollette Institute of Public Affairs in Madison.

Mr. Witt will join a department of dedicated employees and we are all counting on the entire Department and community to welcome Jason and support him in his new position as we meet the challenges ahead.

*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

## Ageing & Long Term Care September 2010

### Lakeview Health Center

#### Surveys and More Surveys

To the layman, a survey or surveyor means a person in a hard hat, with an orange vest on, standing on a highway looking through a telescope like instrument....To those of us in long term care, a survey means an inspection by the "state" regarding everything we do. Both Hillview and Lakeview undergo a licensure and recertification survey in our nursing homes on an annual basis. We are also subject to complaint follow up surveys at anytime.

Lakeview is also inspected by the state on our Facility for the Developmentally Disabled, in our Adult Family Homes, in our Community Based Residential Facility and on our Behavioral Health Facility. Potentially we could be inspected up to 6 times a year just for re-licensure or re-certification! In spite of these ongoing inspections of our daily routines, I am proud to let you know our Facility for the Developmentally Disabled received a "citation free" survey when inspected this summer. (Note, they also had a "citation free" survey in 2009) This feat can only be accomplished by the hard work of dedicated staff working twenty four hours a day. I would like to acknowledge their efforts in this report. **NOW, ONLY FIVE MORE SURVEYS TO GO!**

*Pam Semb*

#### Hillview Assisted Living Update

In September the County Board will vote to award the bids and approve the funding to build the assisted living facility to complete our campus and provide the missing piece of our continuum of care to meet the needs of our current customers. As you may already know, the county board did approve the concept of an assisted living facility, voting that the assisted living concept is the next natural step in long term care.

An Assisted Living Facility provides care for seniors who need some help with care yet wish to remain as independent as possible. This is a middle ground between independent living and nursing homes. Assisted living facilities aim to foster as much independence as the resident is capable of and providing help when needed. Assisted living would fill the gap between the 199-bed Hillview skilled nursing facility and the 58-unit independent Carroll Heights apartments.

#### Why an assisted living facility at Hillview?

- ✓ Affordability: we will be one of the lower cost providers even with a new building that is a benefit to every La Crosse county resident.
- ✓ Mission: our mission for over 125 years is to provide quality long term health care, with the next trend in long term care continuum is assisted living
- ✓ Aging population: 85+ population is by far the fastest growing population

- ✓ Supports Hillview Health Care Center operations and staff, in these economic times we need all the support possible, this is a needed investment.
- ✓ Meet needs of our current customers, people like you have asked for it for years.
- ✓ NO tax levy money will be used, Hillview has successfully worked hard to stay off the tax levy, and this investment will help us continue to do that.
- ✓ Creates jobs at the Hillview Campus and construction jobs in the community, many people say this is an excellent time to build.

The need is today and there will be a greater need in the future, we will be able to provide care, in this new building, for 40-50 years. Long term care has evolved to needing this service.

For over 125 years, Hillview has been a home for its residents, from the original Poor Farm to today's modern Hillview Health Care Center. Hillview Health Care Center has a long and proud tradition of providing care and services to residents of La Crosse County. Our excellence comes from each staff member's personal commitment to serve our residents in a compassionate, supportive and professional manner. To help remain viable, Hillview must continue to evolve our continuum of care. Assisted Living is the natural next stage.

*Pete Eide, Administrator  
Hillview Health Care Center*

## **Veterans Service Office**

- La Crosse's **Vet Center**, approved by Congress in 2010, will open in **October 2010 at 20 Copeland Avenue in La Crosse**. VA's Vet Centers provide readjustment group and individual counseling for combat veterans of all eras. Family/marital counseling is also provided for families of veterans, all free of charge. This will complement existing veterans' services in La Crosse County.
- A "**Supermarket of Veterans' Benefits**" will be held at Ft. McCoy's Wisconsin Military Academy from Noon-3:00 PM on September 10<sup>th</sup>. All veterans and military retirees from the area are welcome to attend.
- The Milwaukee VA Regional Office was part of a successful "**fully developed claim**" pilot program that has gone nationwide within the VA. This program allows veterans and/or veterans' service officers to certify that a VA disability claim is fully developed and all supporting information and documentation has been submitted (usually medical treatment records, supporting statements, medical letters of opinion, etc.). When a claim is certified as fully developed the VA can usually complete the claims process in about 90 days. Claims processing times have historically averaged from 150-180 days, so this is quite an improvement. Appealed claim decisions, however, can still take up to 2 years before a decision is made by the Board of Veterans Appeals. In La Crosse County we typically have about 400 individual veterans' disability claims pending and an average of 40 appeals pending.
- **2010 is the 75<sup>th</sup> anniversary of county veterans' service officers (CVSO's) in Wisconsin**. I believe I am the 6<sup>th</sup> CVSO to serve La Crosse County since 1935.
- **Veterans in School**: At Western Technical College, 1500 veterans or eligible family members are enrolled and will receive benefits this fall; at UW - La Crosse the number is 300. A full-time veteran student may receive up to \$1,032 monthly plus have tuition and books paid by the VA under the Post 9/11 GI Bill program.
- **Veterans Grave Medallion Available for Order**: The federal VA announced June 29<sup>th</sup> that the Dept. of Veterans Affairs is now offering **bronze medallions** to attach to existing, privately purchased headstones or markers signifying a deceased's status

as a veteran. The new item can be furnished instead of a traditional government headstone or marker for veterans whose death occurred on or after November 1, 1990, and whose grave in a private cemetery is marked with a privately purchased headstone or marker.

Jim Gausmann, CVSO

### **La Crosse County Aging Unit**

Please see the two attached flyers:

- [Relax & Rejuvenate: A Mini-Retreat for Caregivers](#)
- [Senior Fun – Cruises on the Mississippi Explorer](#)

*Noreen Kuraski*

# MONTHLY REPORT TO THE COUNTY BOARD

## Health & Human Services September 2010

### Human Services Department

#### Economic Support (ES) Change Reporting Center

The ES Change Reporting Center has fully implemented services to the seven counties involved in the ES Shared Services pilot. These counties include Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau and Vernon Counties. Economic Support will collect data on the performance of the regional Change Center and, along with the Department of Health Services (DHS) and the other counties, will evaluate the efficiencies of this new model of providing services within Economic Support.

#### Third Party Administration (TPA)

TPA has consumed a great deal of staff time from Family & Children's Section as well as fiscal and Information Technology. Beginning September 1, 2010, our vendors will need to submit their bills to WPS for 3<sup>rd</sup> party payment. This has been a very detailed process required by the feds. This process is for Children's Waivers only at this time but Birth to 3 will be included in the future. La Crosse, Dane, Milwaukee and Waushara are pilots in this project.

#### Service Outcomes

As part of initiatives with the Network for the Improvement of Addiction Treatment (NIATx), we were able to have Lynn Madden from Connecticut here on August 3<sup>rd</sup> to consult with Human Service leadership and selected vendors on a plan to build process improvement and outcome criteria into our vendor contracts.

#### Community Recovery Services (CRS)

This new Medical Assistance program is projected to be a major factor in containing the rising cost of residential services. The federal government approved Wisconsin to offer this program within the past couple of weeks. We are focusing on recouping costs for residential care in 2010. Significant effort has gone into getting "cases" approved to be funded through this new program. Later this year we will be allowed to back-bill to the date that these cases were approved.

#### Federal Medical Assistance Percentage (FMAP) rates

President Obama signed into law an extension of the enhanced federal MA percentage rate. Currently the enhanced level is up 6.2% and would have entirely ended 12/31/10. The enhanced rate will be reduced from the 6.2% level to 3.2% for January – March 2011 and to 1.2% for March – June 2011.

#### Level of Care Initiative for Children

The state is implementing this initiative through each county's children unit within County Human Services Departments. It requires that relatives caring for children under court order are to be licensed as foster parents. In the past, Human Services had their court ordered (and voluntary) children under the Kinship Program. The state has moved Kinship Allocation to our Children and Family Allocation to cover costs associated with this initiative.

### Economic Support Award

Our Economic Support (ES) Section was awarded a "Special Achievement Award" at the recent Big Ten Conference of Midwest states. This award to ES is one of only 2 or 3 awards given to county programs in the Midwest. The award was given to our Food Share program's work due to having a 100% accuracy rate, a 100% negative action accuracy rate and having a 100% timely application processing rate. La Crosse County issued over \$12 million in Food Share benefits with an economic impact worth \$22 million.

*Dean Ruppert*

*Interim Human Services Director*

### **Health Department**

The following is an excerpt of the April –June report of Health Dept. report on progress being made in meeting the 2010 Goals and Objectives established by the Health and Human Services Board. The HHS Board received this report in Aug. 2010.

## **LA CROSSE COUNTY HEALTH DEPARTMENT 2010 Goals & Objectives**

<b><u>GOALS/OBJECTIVE</u></b>	<b><u>2<sup>ND</sup> Quarter</u></b>
<b>GOAL #1 Provide public health services to meet changing needs.</b>	
1.a. Maintain La Crosse County Annual Years of Potential Life Lost among the lowest third in the state.	Objective met
1.b. By Dec. 2010, conduct at least 100 consultations, inspections or orders for homes suspected to have radon, lead or mold exposure.	Radon-64 Lead-6 Mold - 8
1.c. By Dec. 2010, complete over 700 communicable disease follow-ups on 83 reportable diseases or conditions.	213 cases followed up
1.d. By Dec. 2010, provide home health nursing and Personal Care services to 75% of referral received.	76%
1.e. By Dec. 2010, there will be a 3% increase from 2009 rates of infants residing in La Crosse County who turn 24 months of age during the contract year will have received the primary series of immunizations.	The rate is 69% in the second quarter
1.f. By Dec. 2010, have the monthly testing of 10 area municipal drinking water systems show the systems to be safe.	100%
1.g. By Dec. 31, 2010 more than 70% of infants whose mothers were enrolled in the La Crosse WIC Program prenatally will be breastfed	67.1%
1.h. By Dec. 31, 2010, 5 schools in the County will have implemented Safe Routes to School Programs	4 schools
1.i. By Dec. 31, 2010, assist 100 uninsured individuals enroll in the Badger Care Plus Program.	64
1.j. By Dec. 2010, provide employee wellness services to 25% of all La Crosse County employees.	12.5% attended Health Fair. BP clinic 5/18,

<b>GOALS/OBJECTIVE</b>	<b>2<sup>ND</sup> Quarter</b>
	Cholesterol clinic 5/21
1.k. By Dec. 2010, less than 3 reported cases of mosquito-borne West Nile or La Crosse Encephalitis.	Mosquito activity high. No reported cases
1.l. By Dec. 2010 meeting the 2010 budget goals for the dept.	On budget
1.m. For the year ending Dec. 2010 in an effort to receive 95% of signed doctor's orders within the 20 calendar day limit, clerical staff will attempt three contacts with physicians' offices to request return of the orders to the Health Department.	Data not available until later in the year.
<b>GOAL #2 Utilize technology to improve public health services.</b>	
2.a. By Dec. 2010, establish an electronic reportable disease-case report system.	In process
2.b. March and April thru November Surveillance, trapping, and control activities for disease carrying mosquitoes and ticks in La Crosse County and contracted areas.	Tick borne disease activity high. Pest mosquito activity high due to high amounts of rainfall. No arboviral cases reported.
2.c. By Dec. 2010, the Business Continuity Plan will be tested	No activity this quarter.
2.d. By Dec. 2010, complete initial planning for a department-wide electronic health record system.	Planning delayed by other priorities in IT
<b>GOAL #3 Maintain the current State of Wisconsin designation as the highest-level public health agency.</b>	
3.a. Report each quarter on the range of high priority services needed to maintain status of Level III HD.	Designation received as Level III Health Dept.
<b>GOAL #4 Expand partnerships to develop public health services in high priority areas.</b>	
4.a. By Dec. 2010, expand the current partnership with dentists to increase persons covered by MA that receive dental care to over 25%.	Latest report 23%
4.b. By Dec 2010 HD employees will participate in the following partnerships:	
Western Regional Partnership for Public Health Preparedness"	On-going
Staff 7 C's coalition which includes La Crosse, Monroe, Jackson, Buffalo, Vernon, Crawford, Trempealeau and Jackson counties.	Met
WI Public Health Laboratory Network	Meeting on 4/23/10
Coulee Region Childhood Obesity Coalition	6 meetings held
Safe Route to School Task Force - SRTS <ul style="list-style-type: none"> <li>• City of La Crosse</li> <li>• La Crosse County</li> </ul>	No meetings held this quarter
La Crosse Area Immunization Coalition	Mtg. on 4/28. Immunization Symposium planned for Fall 2010
La Crosse Area Communicable Disease Coalition	Working with Health Science Consortium/Population Health Committee, Immunization Coalition

<b>GOALS/OBJECTIVE</b>	<b>2<sup>ND</sup> Quarter</b>
La Crosse Long Term Care Coordinating Committee	1 quarterly meeting
ECO-County Plan for Sustainability	No action this quarter
<b>GOAL #5 Hire and retain high quality staff by providing a positive work environment.</b>	
5.a. By Dec 2010, all staff will have had a performance review.	78% completed
5.b. By Dec 2010, all staff will have the opportunity to meet with mgmt at least quarterly.	On schedule
5.c. By Dec 2010 all staff will have the opportunity to attend 30 hours of continuing ed.	On-going
5.d. By August 2010, all staff will have an opportunity to offer suggestions for the 2010 budget that could improve the potential to reach the HD Mission.	On schedule
5.e. By Dec 2010, assure that all staff meets basic licensing certification and accreditation requirements.	All current

*Doug Mormann  
Health Director*

# MONTHLY REPORT TO THE COUNTY BOARD

## Internal Departments September 2010

### Treasurer's Office

The taxes were due July 31<sup>st</sup> and as of now there are \$3,515,649.23 delinquent 2009 taxes. The 2008 taxes and back are \$1,853,071.84. We will be sending out delinquent notices on all delinquent taxes the beginning of September so we should be getting more taxes paid. We have had a few people pay by credit card and this is the first year we were taking payments by credit card. We continue to get tax payers that are signing an agreement to make monthly payment on their taxes which is good for them and the County. There are so many people that have said they are laid off or have lost their jobs.

#### DELINQUENT

MONTH/YEAR	TAX	INTEREST	SPECIALS	INTEREST	TOTAL
Jan-10	173,562.28	41,674.77	4,273.05	508.96	220,019.06
Feb-10	119,236.44	32,610.71	3,974.88	505.63	156,327.66
March-10	106,538.46	36,944.27	1,619.04	224.77	145,326.54
April-10	223,519.31	66,012.07	1,754.66	262.83	291,548.87
May-10	112,192.80	34,474.23	3,324.79	499.23	150,491.05
June-10	79,299.88	24,518.30	1,746.90	292.69	105,857.77
July-10	74,040.60	25,686.09	1,333.09	239.49	101,299.27

#### CURRENT YEAR

MONTH/YEAR	TAX	INTEREST	SPECIALS	INTEREST	TOTAL
Feb-10	381,348.29	2,463.89			383,812.18
March-10	483,352.42	9,688.47			493,040.89
April-10	266,612.01	5,715.62			272,327.63
May-10	205,661.35	4,061.85			209,723.20
June-10	1,186,218.69	4,375.27			1,190,593.66
July-10	12,499,811.39	9,669.16			12,509,480.55

Reported by Donna Hanson, County Treasurer

### Information Technology Department

**New Website – [www.lacrossewaters.com](http://www.lacrossewaters.com):** From the home page of the new La Crosse Waters website visitors can enjoy a Flash presentation of beautiful La Crosse area photos and an audio interview highlighting the importance of erosion control. Throughout the site viewers benefit from information on how to protect our streams, where to explore outdoors, how to get involved, where to obtain storm water permits, all while enjoying the many still and rotating images. Those looking for specific information can use the 'search' feature of

the website while those members of the La Crosse Urban Storm Water Group can upload relevant documents for sharing in the password protected area.

**Server Virtualization:** La Crosse County IT implemented the virtualization of computer servers to improve efficiency and availability of IT resources and applications. There are now 35 virtual servers running on 3 physical machines. La Crosse County is realizing savings on energy, staff time, physical space, server hardware and maintenance costs.

**Bonds Software System:** La Crosse County IT continues to enhance the Bonds application. A recent release includes improvements to client searching to reduce duplicate client records, additional payee fields, improved audit tracking of record updates, and new administration reports for managing client records.

**Human Services Children's Waiver Program:** Due to Federal Regulation pertaining to Medicaid programs, the State of Wisconsin determined that it was necessary to change how client services are reported and paid for the children's waiver program. IT is working with staff from Human Services to build new software and make the necessary changes in existing software to accommodate the State request. The changes include the use of a third party administrator and migrating to HIPAA codes versus using SPC codes. This waiver program is the first Human Services program to use this new State process and will serve as a model for other Wisconsin counties.

**Parking Permit System:** Information Technology is replacing the parking permit program used by the Facilities Department to track and bill parking permits. The current system functionality will be retained, while adding new features and updating the software to current technology.

**Zoning, Planning & Land Information Website:** The IT Department is working with the Zoning Department to redesign and professionalize the current website. One feature of this updated website will be the ability for customers to electronically submit permit applications. This will allow customers to apply for permits 24/7 without requiring a visit to the office.

**Solid Waste Compliance Software:** The IT Department is working with the Solid Waste department to develop a new software application to track and manage required compliancy and audits for the Solid Waste landfills. The new software will allow the Solid Waste department to maintain the compliancy records and be in control of any changes necessary to ensure good compliancy.

*John Parshall*

*IT Director*

## **County Clerk's Office**

### **Elections**

#### **September 14, 2010 Partisan Primary:**

- **SVRS:** The State has been sending lists to the municipalities to do a lot of "clean up" of the SVRS voter data base records, eliminating duplicate records, following up on pending records, completing HAVA checks, etc. We took care of all these functions for our 8 reliers before printing the poll books so they are as up to date as possible for this election. My newest employee, Amy Twitchell, attended SVRS training in Tomah for 2 days in early August. The only cost to the County was her mileage reimbursement.

- Ballots: My Deputy was very busy with ballot layout, and programming the RAM packs that read the ballots fed into the Eagle voting machine at the polls and the handicapped marking machines (AutoMark) required at all the polling places. July 20<sup>th</sup> is the deadline for the State to certify the candidates and August 14<sup>th</sup> is the deadline to deliver the ballots to the Municipalities. Because there were pending court challenges, it was right down to the wire. This may seem like a lot of time, but it is not. Once the ballot proofs are finalized and before we can send them to the printer, we need to send them to GAB for approval. All 72 counties are doing that at the same time, so though we sent it on the 21<sup>st</sup>, we didn't get approval until the following week. We promptly submitted the proofs and quantities to the printer via email. (Note that these deadlines were even harder, spelled i-m-p-o-s-s-i-b-l-e, to make before fax and email sped the process up considerably. The ballots were delivered to us on Aug. 11<sup>th</sup>. My staff worked extra hours to get all 36 test decks marked and tested and ready for pick-up by the Municipal Clerks. For the 1<sup>st</sup> time in my memory, there was a slight problem with the cut of the ballot. The printer came immediately to witness and correct the problem, which fortunately turned out to affect only a few of the test ballots.
  - 26,018 ballots were ordered. They are 2 sided, 3 column, 17". This is maximum size; the next step would have been to go to 2 ballots! This includes 1920 test ballots and 208 sample ballots, which leaves 23,890 for the electorate, or 32% of active registered voters.
- Election Supplies: There was also a flurry of activity in my office with the preparation of all the ballot supplies/forms we are required to provide for the 36 polling places (42 reporting units).

### **Dog Licenses**

125 owners (with 142 dogs) were found guilty by default by Judge Levine on August 5, 2010.

We sold 302 late dog tags in July & August for \$4832 revenue for my department and \$3020 for the Health Department Animal Control.

### **Marriage Licenses and Domestic Partnership Certifications**

We issued 110 marriage licenses in July and 108 for August for a grand total of 218.

We issued 2 DP's in July and none for August.

### **County Board**

New Computer Program: We had 2 minor problems with the voting system at the last meeting. One was a system error which prompted us to do a manual roll call vote. It turns out that the system roll call did work after all but there is always such a sense of urgency that the Chair directed me to do it manually when the error appeared. Had we taken the time to experiment with various buttons, there was a solution. The 2<sup>nd</sup> problem was operator speed, or lack of it. The system is geared to action on the agenda items. Those can be processed with minimal input during the meeting and work very well. All amendments and other votes, such as "call the question", "refer back to committee", etc. require the operator to add that item, the amendment wording, the names of who moved and seconded, and, in the case of a voice vote that's not unanimous, to click on the names of the supervisors who voted in the minority. Then pass it and go back to the "parent" item. This process has been tweaked a number of times as we come across unique circumstances, so it's still a bit new and when motions are in quick succession it is difficult for the operator to keep up. Especially if it is the County Clerk and not her much younger Deputy ☹. We ask for your patience as we continue to adapt and improve the process.

Respectfully Submitted, Linda Stone, County Clerk