



RESOLUTION # 3-4/10

TO: HONORABLE MEMBERS OF THE LA CROSSE COUNTY BOARD OF SUPERVISORS

ITEM # 4/34

BOARD ACTION

Adopted:
For: 30
Against: -
Abstain: -
Abs/Excd: 5
Vote Req: -
Other Action: -

HEALTH & HUMAN SERVICES BOARD COMMITTEE ACTION

Adopted:
For: 6
Against: -
Abstain: -
Abs/Excd: 3

EXECUTIVE COMMITTEE ACTION

Adopted:
For: 8
Against: -
Abstain: -
Abs/Excd: 7

RE: ECONOMIC SUPPORT SHARED SERVICES

WHEREAS, eight counties in the western region of Wisconsin have been meeting since Fall 2009 to plan for future reduction in state funding for Economic Support and Income Maintenance; and,

WHEREAS, American Reinvestment and Recovery Act (ARRA) funding from the federal government was used in part by the State of Wisconsin to reduce further cuts to counties in administering Income Maintenance programs in 2010 calendar year; and,

WHEREAS, the ARRA funds to Wisconsin are due to sunset at the end of June 2011 causing counties further concerns for future state cuts in Economic Support and Income Maintenance; and,

WHEREAS, eight counties in Western Wisconsin (Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau and Vernon) have discussed aspects of "shared services" to prepare for future funding reductions in Economic Support ; and,

WHEREAS, the state Department of Health Services (DHS), which administers most of the Income Maintenance programs, has contacted several regions of the state, including La Crosse and the western region, for new models to administer these programs that are both cost efficient and consistent in administration across counties; and,

WHEREAS, a recommendation coming from the eight counties in Western Wisconsin on "shared services" is to use La Crosse County's "change/call" center for most aspects of changes in people's Economic Support cases; and,

WHEREAS, La Crosse County's Economic Support section is one of only a few counties which began a change/call center beginning in 2003 and has been used as a model throughout the state; and,

WHEREAS, the state asked La Crosse County and the region to submit a proposal to DHS for state consideration to fund a regional call/change center in Western Wisconsin, administered through La Crosse County; and,

WHEREAS, the Secretary of DHS approved the region's proposal of \$348,580.66 to develop an Economic Support Regional Change/Call Center which includes the hiring of four (4) limited term Economic Support Specialists, one (1) limited term Economic Support Clerk, remodeling costs for staff space, Information Technology hardware and software, and incidentals; and,

WHEREAS, DHS will require the Western Region to submit outcome measures on quality and cost efficiencies with the intent that if the model succeeds in providing efficiencies, DHS will submit a budget proposal to the next administration to sustain the regional model.

NOW THEREFORE BE IT RESOLVED, that the La Crosse County Board of Supervisors authorize its Human Services Department to accept an amendment to the state/county Income Maintenance

contract of \$348,580.66 to create a regional change/call center in La Crosse County Economic Support for eight (8) counties in the Western Region.

BE IT FURTHER RESOLVED, that the La Crosse County Board of Supervisors authorize its Human Services Department to hire up to five (5) limited term employees (to sunset June 30, 2011 when state funds end) and to purchase necessary Information Technology infrastructure and necessary remodeling for staff space to carry out this initiative.

BE IT FURTHER RESOLVED, that no county cost is involved with this initiative and if state sustainable funding is not granted through June 30, 2011, the initiative will be terminated.

FISCAL NOTE: The funding for this project of \$348,580.66 comes from the state Department of Health Services for the duration of this pilot model for the future of Economic Support; no county match funding is required and state funding would come from an amendment to the Department of Health Services state/county contract for 2010.

Date: April 13, 2010

Bill E. Billings
**HEALTH & HUMAN SERVICES BOARD
COMMITTEE CHAIR**

Margaret D. Jordan
RECORDING CLERK

Date: April 14, 2010

[Signature]
EXECUTIVE COMMITTEE CHAIR

Margaret D. Jordan
RECORDING CLERK

	Reviewed Only	Recommended	Not Recommended	
Co. Admin.	_____	<u>SO</u>	_____	Requested By: Gerald R. Huber
Fin. Director	_____	<u>GI</u>	_____	Date Requested: 4/5/10
Corp. Counsel	<u>WAS</u>	_____	_____	Drafted By: Gerald R. Huber
Board Chair	<u>SD/mr</u>	_____	_____	

Adopted by the La Crosse County Board this 20TH Day of APRIL, 2010

STATE OF WISCONSIN
COUNTY OF LA CROSSE

I, Linda A. Stone, County Clerk of La Crosse County do hereby certify that this document is a true and correct copy of the original resolution required by law to be in my custody and which the County Board of Supervisors of La Crosse County adopted at a meeting held on the 20th day of April, 2010.

Linda A. Stone
Linda A. Stone, La Crosse County Clerk

Qty	Item	Cost/unit	Total Cost
4	Economic Support Specialists*	\$ 55,000.00	\$ 220,000.00
1	Economic Support Clerk*	\$ 53,000.00	\$ 53,000.00
1	Administrative/Indirect	\$ 27,300.00	\$ 27,300.00
4	Change Center Phones	\$ 158.99	\$ 635.96
1	Standard Phone	\$ 74.46	\$ 74.46
5	VOIP Software & Licenses	\$ 98.00	\$ 490.00
4	Headsets	\$ 171.06	\$ 684.24
5	Computers	\$ 438.00	\$ 2,190.00
12	Monitors	\$ 168.00	\$ 2,016.00
5	Software Licenses	\$ 512.00	\$ 2,560.00
1	Scanner	\$ 900.00	\$ 900.00
12	Tollfree Number	\$ 75.00	\$ 900.00
1	Cubicle Setup & 4 Workstations	\$ 28,000.00	\$ 28,000.00
1	Desk	\$ 400.00	\$ 400.00
5	Chairs	\$ 350.00	\$ 1,750.00
1	Marketing	\$ 5,000.00	\$ 5,000.00
12	Lobby phone for 7 counties	\$ 140.00	\$ 1,680.00
1	Postage		\$ 1,000.00
	Total Cost		\$ 348,580.66

* Staff cost includes salary and fringe



DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY

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P O BOX 309
MADISON, WI 53701-0309

Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
FAX: 608-266-1096
TTY: 888-692-1402
dhs.wisconsin.gov

April 6, 2010

Gerald R. Huber, Director
La Crosse County Human Services Department
300 4th Street North, 3rd Floor
La Crosse, Wisconsin 54601-3228

Dear Mr. Huber:

Thank you for your proposal for a regional shared service model for Economic Support in your region. I have reviewed your proposal and discussed it with Department of Health Services Secretary Karen Timberlake. I want to relay Secretary Timberlake's appreciation for the time and effort that it has taken you, your staff and the managers and staff from the other county agencies involved to develop this exceptional proposal. I have also reviewed your proposal with staff in the Division of Health Care Access and Accountability to ensure that we can provide the state support you indicated was needed to ensure that this project is a success. Knowing that we can provide that support and considering the excellence of your proposal, I am communicating the Department's approval to proceed.

We will be sending La Crosse County an addendum to your 2010 Department of Human Services/County Contract's Income Maintenance Appendix that will describe the amount of funding to be provided, \$348,580.66, which will be available beginning April 1, 2010 through June 30, 2011. As you know, the non-federal share of this funding will come directly from the \$1.5 million performance bonus that Wisconsin received for the improvement in participation in the Supplemental Nutrition Assistance Program (SNAP) last fall. The Appendix will also describe the project reporting requirements for your county so that the Department can monitor the performance of the shared service model and determine its applicability to other areas of the state.

Your staff should work directly with Stacia Jankowski, who can be contacted at (608) 267-9312 or at Stacia.Jankowski@dhs.wi.gov, on any questions you may have about the Income Maintenance Appendix addendum and funding.

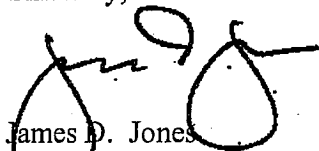
For issues regarding CARES functionality as it applies to caseload management and CARES security, please work directly with Melissa Henderson, who can be contacted at (608) 261-9421 or at Melissa.Henderson@dhs.wi.gov.

Mr. Huber, Director
April 6, 2010
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Finally, I have directed Jennifer Matthees, who can be contacted at (608) 266-0540 or at Jennifer.Matthees@dhs.wi.gov, to work with your staff and the staff at other counties participating in this project, on the installation of the Call Center Anywhere telecommunications software.

I look forward to working with you, your staff and with the staff and managers of the other counties on this exciting project.

Sincerely,



James D. Jones
Deputy Administrator
Division of Health Care Access & Accountability

cc: Lorie Graff, La Crosse DHS
Tom Miller, La Crosse DHS
Chris Stanke, La Crosse DHS
Dean Ruppert, La Crosse DHS
HS Directors of Western Wisconsin
Audrey Roecker, Area Administration
Fred Heffling, Area Administration
Stacia Jankowski, DHCAA
Melissa Henderson, DHCAA
Jennifer Matthees, DHCAA