

**Human Services Department Report to County Board  
November 2021**

**AGING & DISABILITY RESOURCE CENTER (ADRC)**

Medicare Annual Enrollment Period

Each year, from October 15th to December 7th, there is an Annual Enrollment Period (AEP) for Medicare beneficiaries to enroll in and/or change their Part C and/or Part D plans. During the AEP, a person can join, drop, or switch a Part D plan or join or drop a Medicare Advantage plan; changes become effective on January 1, 2022. Scheduling an appointment with the ADRC's Elder Benefit Specialist (EBS) is one way a person, age 60 or older, can pick and evaluate a plan. Due to COVID, the EBS will not conduct any in-person appointments rather all assistance will be provided by mail, email, or phone. To schedule an appointment, call the ADRC at 608-785-5700.

NEW Health Promotion Program: Stand Up and Move More!

The ADRC of La Crosse County is happy to announce that a new health promotion program, Stand Up and Move More, is coming soon! This free program is designed specifically for those 55 and better who sit more than six hours per day. The program offered virtually on November 2nd, 9th, 16th, and 23rd from 9:30 AM to 11:30 AM with a refresher class on December 21st, will help to identify strategies to stand up more and for longer periods of time throughout the day. Stand Up has been researched and proven to reduce sitting time by 68 minutes per day! To learn more, call the ADRC at 608-785-5700.

**ECONOMIC SUPPORT (ES)**

DHS Genesys Cloud Contact Center Project

The statewide Income Maintenance Call Center system will transition to a new platform called Genesys. The Western Region for Economic Assistance (WREA) Consortium will implement the new system beginning November 18, 2021. Several years of work went into procuring a new system and developing features to support the 10 Income Maintenance call centers in the State. With the WREA Consortium included in Phase 4 of the staggered rollout, we are hopeful any unanticipated system challenges will be resolved before WREA's scheduled rollout.

Wisconsin Home Energy Assistance Program (WHEAP)

Economic Support began accepting applications for the Wisconsin Home Energy Assistance Program (WHEAP) on October 1, 2021. The normal heating season runs from October through March.

COVID Policy Waivers Rolled Back

The income maintenance policy and process waivers that have been in place since the beginning of the pandemic are starting to be rolled back. As of October 1st, Food Share applicants are again required to complete an interview as part of the application process. Also as of October 1st, Food Share members must again complete and submit Six-Month Report forms to confirm with the consortium that information that's on file for their household is correct. Workload, including calls to the consortium's Call Center, continue to increase as the pandemic policy waivers are rolled back.

**FAMILY & CHILDREN'S (FC)**

Child Welfare and the Courts Conference

A team from the county virtually attended the Child Welfare and the Courts Conference: A New Way Forward on September 22-24th. The focus of this year's conference was on the state child welfare transformation as part of the requirements under the Federal Families First Prevention Services Act. The conference focused on policy initiatives, legislative changes, and promising strategies in child welfare and youth justice.

**INTEGRATED SUPPORT & RECOVERY SERVICES (ISRS)**

Children with Complex Needs - Children's Long-Term Support Waiver (CLTSW)/Comprehensive Community Services (CCS)

Wisconsin County Human Services Association (WCHSA) Behavioral Health Policy Advisory Committee (PAC) has recently formed a Children with Complex Needs workgroup to dig deeper into the lack of residential resources the State of Wisconsin has for youth. WCHSA is currently meeting with leadership from the Department of Health Services (DHS) and the Department of Children and Families (DCF) to explore the data dashboard for providers, as well as having open

dialogue with DHS and DCF leadership in how they may be able to assist with the growing concern of minimal in-state placement options for children and youth with complex needs.

#### Comprehensive Community Services (CCS)/La Crosse School District Social Worker Positions

Collaboration between the School District of La Crosse and the Comprehensive Community Services (CCS) Program has led to the hiring of 2 full-time master's level social workers by the District. Recognizing the need wrap around services for youth struggling with mental health and/or substance abuse, the goal of the partnership is to help create stronger coordination and collaboration between the La Crosse School District and CCS, providing early intervention and prevention services to youth. Social workers will have their home base be Lincoln & Longfellow Middle School and Logan Middle & Logan High School. Under this unique collaboration, part of their administrative supervision will be provided through La Crosse County CCS, with CCS funding offsetting a portion of the positions' costs.

#### Co-Responder Pilot Program

The ISRS Crisis Unit and La Crosse Police Department's Critical Response Unit (CRU) have officially begun to respond to mental health crisis calls together! The pilot Co-Responder program was built with the recognition of a need in the community to help further access and early intervention/prevention to those who struggle with mental health symptoms. Below is some preliminary data from 8/13/21 through 9/10/21.

Crisis and CRU Co-Responding together in a squad car on 8/23/21

Attended Crisis Intervention Team (CIT) training together 8/24/21 in Eau Claire

- 112 "Call for Service" calls
- 12 "Call for Service" known consumers
- 23 calls for Co-Response Unit
- 75 consumers given resources
- 6 calls resulted in Chapter 51
- 50 calls included Crisis Team
- 17 calls from CRU to Crisis
- 5 calls from Crisis to CRU
- 5 emails from CRU to Crisis
- 60 total cases reviewed collaboratively
- 21 emails sent to CRU from department members/partnering agencies asking for follow-up with consumers in our community to assist with resources

#### Hillview Health Care Center-Out Patient Clinic Branch Office

The ISRS Outpatient Clinic has added Hillview Health Care Center as an additional Branch Office onto their annual certification. This branch clinic certification will allow the Clinic's Advanced Practice Nurse Prescribing team and Medical Director to work collaboratively alongside the Hillview team in caring for patients with mental health needs. Tentative start date of November 2021.