**Human Services Director’s Report**

**To the Health & Human Services Board**

August 2024

| **Activity** | **Program/**  **Section** | **Brief Description** | **Contact Person** | **Attach-**  **ment** |
| --- | --- | --- | --- | --- |
| National Senior Citizens Day | Aging & Disability Resource Center (ADRC) | On August 19, 1988, President Reagan signed Proclamation 5847, officially designating August 21st as National Senior Citizen Day. In his proclamation, he highlighted the invaluable contributions of seniors to the strength, freedom, and welfare of the United States, urging Americans to observe the day with appropriate ceremonies and activities. This year, as a thank you to local older adults for their priceless contributions to our community, the ADRC of La Crosse County is hosting an event at the South Side Neighborhood Center (1300 6th St, La Crosse). Activities will include a cookout with the La Crosse County Senior Nutrition Program, BINGO with the City of La Crosse Parks & Recreation, and an ice cream social with music by the Driftless River Band. See attached flyer for additional event details. | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | Yes |
| WREA Call Center Update | Economic Support (ES) | Genesys is the statewide call center system used by all Income Maintenance Consortia to manage inbound and outbound calls. Hosted and managed by the Department of Health Services (DHS), the current platform (Maximus/Genesys Engage) is nearing its end of life. DHS has procured the Genesys Cloud Customer Experience (GCCX) platform as its replacement.  WREA’s transition to the new platform is scheduled for August 15th.  One significant challenge with the new system is that the current Call Back feature will not be available immediately upon transition. This feature allows customers to choose a call back instead of waiting on hold for an available agent, effectively reducing wait times. The absence of the Call Back feature may negatively impact the customer experience by increasing wait times until its anticipated reintroduction in September.  DHS will by reaching out to partner agencies to inform them of the temporary unavailability of the Call Back feature and its potential impact on call center performance.  WREA will also communicate this change to local partners to ensure they are aware of the temporary adjustment. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Foster Care Recruitment | Family & Children’s (FC) | The Family & Children’s section will be at National Night Out on August 6th in La Crosse, Holmen, Onalaska, and West Salem to recruit for foster and respite homes from the community. We will have a game for kids to play and plenty of information about foster care for anyone to pick up! Please help spread the word to anyone who might be interested in learning more about becoming a provider. | FC Manager  Tracy Puent 792-5507  [tpuent@lacrossecounty.org](mailto:tpuent@lacrossecounty.org) | No |