

**Human Services Director's Report**  
**To the Health & Human Services Board**  
September 2021

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
Falls Prevention	Aging & Disability Resource Center (ADRC)	At the start of the fall season, we turn our focus to falls prevention. While falls prevention is important to focus on throughout the year, the first day of fall (September 22) is designated as Falls Prevention Awareness Day and acknowledged across the United States. This year, the ADRC in partnership with the La Crosse County Falls Prevention Coalition, has planned a week worth of activities to help our community get informed and get active to spread awareness!	ADRC Manager Carissa Pagel-Smith 785-6172 <a href="mailto:cpagel@lacrossecounty.org">cpagel@lacrossecounty.org</a>	Yes
Senior Programming Facility	Aging & Disability Resource Center (ADRC)	The senior programming facility formally referred to as "1407 Saint Andrew St" has a new name, Community Connections Center! The City of La Crosse Parks, Recreation and Forestry Department, in partnership with the La Crosse Library and ADRC, opened this facility in October 2020. Join us for a Grand Opening on September 23 from 10:00 AM to 2:00 PM. Learn about our partnership and programs and tour the facility; there will be giveaways, prizes, and refreshments too!	ADRC Manager Carissa Pagel-Smith 785-6172 <a href="mailto:cpagel@lacrossecounty.org">cpagel@lacrossecounty.org</a>	No
2022 Wisconsin Home Energy Assistance Program (WHEAP)	Economic Support (ES)	Early applications for Wisconsin Home Energy Assistance (WHEAP) will start being accepted on September 1, 2021. The Department of Administration (DOA) announced an expansion of their partnership with the private company Energy Services Inc. (ESI). DOA initially partnered with ESI to process statewide online WHEAP applications during the fiscal year 2021, and stated the arrangement was entered into to assist due to the pandemic. DOA also indicated that ESI's role would end at the end of 2021. DOA announced this week that they will continue to contract with ESI to process all online WHEAP applications in fiscal year 2022. In addition, the Department is expanding ESI's service to process on-demand phone applications from residents in all counties of the state. The WHEAP program is an important program to support the health and safety of county residents. La Crosse County has had a strong locally administered WHEAP program for many years. We will be monitoring the impact of this service shift from local providers to ESI.	ES Manager Lorie Graff 738-2410 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No
DHS Genesys Cloud Contact Center Project	Economic Support (ES)	The statewide Income Maintenance Call Center system will transition to a new platform called Genesys this Fall. 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.	ES Manager Lorie Graff 738-2410 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No

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Pandemic-Related Unemployment	Economic Support (ES)	Current Federal Pandemic Unemployment Compensation (FPUC), Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC) and Mixed Earners Unemployment Compensation (MEUC) payments will stop being issued the week ending September 4, 2021. The Western Consortium is preparing for an increase in applications because of this loss of income that some residents will experience.	ES Manager Lorie Graff 738-2410 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No
Federal Navigator Grants	Economic Support (ES)	Covering Wisconsin (CWI) is one of the agencies nationwide to be awarded funding from the latest CMS Navigator grants that were made available to thirty states with a Federally Facilitated Marketplace. Through \$80 million in grant awards for the 2022 plan year, sixty navigator awardee organizations will be able to train and certify more than 1,500 Navigators to help uninsured consumers find health care coverage through the Marketplace. The significant increase in dollars under the grants will support the work of Covering Wisconsin and its eight subcontracted agencies to provide health coverage outreach, consumer education, and free enrollment assistance to Wisconsin residents. La Crosse's Workforce Connections is one of the subcontracted agencies.	ES Manager Lorie Graff 738-2410 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No
Foster Care Events and trainings	Family & Children's (FC)	<p>The first annual "Foster Care/Relative Provider Fun Day" was a great success as multiple families were able to get back-to-school supplies such as backpacks, get a free haircut, play some fun games, and have a lunch. This event was a collaboration between Bethany Evangelical Free Church, The Family and Children's Center, Safe Families/Communities United for Families, and La Crosse County.</p> <p>We will be hosting a "Back to School Pizza Night" on Sept 1, 2021. This will be a drive-up event in the Domino's Pizza parking lot in Onalaska to provide families with dinner on the first day of school.</p> <p>Our foster care program will have a table at "PRIDE Fest" on Sept 11, 2021 to help spread awareness of the need for respite and foster care providers.</p> <p>We will be starting up another round of our "Strengthening Families and Systems; Trauma Informed Parenting" training on September 14, 2021. The focus of the 8-week training is building positive relationships with children who have experienced trauma and is open to anyone in the community. Please contact Rhonda Rude at 784-4357 for more information or to sign up.</p>	FC Manager Tracy Puent 792-5507 <a href="mailto:tpuent@lacrossecounty.org">tpuent@lacrossecounty.org</a>	No

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Co-Responder Pilot Program – Crisis Unit	Integrated Support & Recovery Services (ISRS)	<p>The ISRS Crisis Unit and La Crosse Police Department 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. Attached are a few links to press coverage on this new pilot program.</p> <ul style="list-style-type: none"> <li>• <a href="#">Watch now: La Crosse police introduce co-responder program for mental health calls   State and Regional News   madison.com</a></li> <li>• <a href="#">La Crosse Police Department, county create mental health crisis response program (news8000.com)</a></li> <li>• <a href="#">Newsmakers, July 30, 2021   Wisconsin Public Radio (wpr.org)</a></li> </ul>	ISRS Manager Christin Skolnik 785-6019 <a href="mailto:cskolnik@lacrossecounty.org">cskolnik@lacrossecounty.org</a>	No
Children with Complex Needs - Children’s Long-Term Support Waiver (CLTSW)/Comprehensive Community Services (CCS)	Integrated Support & Recovery Services (ISRS)	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.	ISRS Manager Christin Skolnik 785-6019 <a href="mailto:cskolnik@lacrossecounty.org">cskolnik@lacrossecounty.org</a>	No
Comprehensive Community Services (CCS)/La Crosse School District Social Worker Positions	Integrated Support & Recovery Services (ISRS)	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.	ISRS Manager Christin Skolnik 785-6019 <a href="mailto:cskolnik@lacrossecounty.org">cskolnik@lacrossecounty.org</a>	No

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Community Intervention Program (CIP) Award	Justice Support Services (JSS)	La Crosse County has been awarded \$59,762 in 2021-2022 youth justice Community Intervention Program (CIP) funds for early intervention services for first offenders and/or intensive community-based intervention services for seriously chronic offenders in accordance with §48.528(1), Wisconsin Statutes.	<p>JSS Manager Tonya Van Tol 785-5815 <a href="mailto:tvantol@lacrossecounty.org">tvantol@lacrossecounty.org</a></p> <p>Adolescent Services Supervisor Jill Dunne 785-5542 <a href="mailto:jdunne@lacrossecounty.org">jdunne@lacrossecounty.org</a></p> <p>Youth Justice Supervisor Phil Stegemann 386-6048 <a href="mailto:pstegemann@lacrossecounty.org">pstegemann@lacrossecounty.org</a></p>	No
National Association of Drug Court Professionals (NADCP) RISE21 Training	Justice Support Services (JSS)	<p>The following treatment court staff attended the National Association of Drug Court Professionals (NADCP) on August 15-18:</p> <ul style="list-style-type: none"> <li>• Judge Scott Horne</li> <li>• Jodie Muth - DTC Coordinator</li> <li>• Emma Peterson - Probation and Parole</li> <li>• Deb Stelmach - Therapist at Driftless Recovery</li> <li>• Kelsey Connor - OWI Treatment Court Coordinator</li> <li>• Paul Miller - Probation and Parole</li> <li>• Meredith Davis - Public Defender's Office</li> </ul>	<p>JSS Manager Tonya Van Tol 785-5815 <a href="mailto:tvantol@lacrossecounty.org">tvantol@lacrossecounty.org</a></p> <p>Adolescent Services Supervisor Jill Dunne 785-5542 <a href="mailto:jdunne@lacrossecounty.org">jdunne@lacrossecounty.org</a></p> <p>Youth Justice Supervisor Phil Stegemann 386-6048 <a href="mailto:pstegemann@lacrossecounty.org">pstegemann@lacrossecounty.org</a></p>	No