

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

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
Medicare Annual Enrollment Period	Aging & Disability Resource Center (ADRC)	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.	ADRC Manager Carissa Pagel-Smith 785-6172 <a href="mailto:cpagel@lacrossecounty.org">cpagel@lacrossecounty.org</a>	No
NEW Health Promotion Program: Stand Up and Move More!	Aging & Disability Resource Center (ADRC)	The ADRC of La Crosse County is happy to announce that a new health promotion program, <i>Stand Up and Move More</i> , 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. <i>Stand Up</i> has been researched and proven to reduce sitting time by 68 minutes per day! To learn more, call the ADRC at 608-785-5700.	ADRC Manager Carissa Pagel-Smith 785-6172 <a href="mailto:cpagel@lacrossecounty.org">cpagel@lacrossecounty.org</a>	No
Wisconsin Home Energy Assistance Program (WHEAP)	Economic Support (ES)	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.	ES Manager Lorie Graff 738-2410 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No
COVID Policy Waivers Rolled Back	Economic Support (ES)	The income maintenance policy and process waivers that have been in place since the beginning of the pandemic are starting to be rolled back. Beginning October 1st, Food Share applicants are again required to complete an interview as part of the application process. Also starting 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.	ES Manager Lorie Graff 738-2410 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No
Child Welfare and the Courts Conference	Family & Children's (FC)	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.	FC Manager Tracy Puent 792-5507 <a href="mailto:tpuent@lacrossecounty.org">tpuent@lacrossecounty.org</a>	No
Foster Care Events	Family & Children's (FC)	In October, the Permanency Resource Unit will be recognizing foster and relative providers who have been active in caring for youth in our community. This year due to COVID restrictions we are not able to hold our annual banquet, so instead we are delivering cupcakes to each home and presenting them with a framed certificate of recognition for their	FC Manager Tracy Puent 792-5507 <a href="mailto:tpuent@lacrossecounty.org">tpuent@lacrossecounty.org</a>	No

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		years of service. The continued dedication of foster and relative caregivers to keep children in our community is so vital. It helps children stay connected with their biological family, and they can continue to support children once they are returned home. If you know a foster or relative caregiver, be sure to thank them and let them know how appreciated they are.		
Co-Responder Pilot Program	Integrated Support & Recovery Services (ISRS) – Crisis Unit	<p>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.</p> <ul style="list-style-type: none"> <li>• Crisis and CRU Co-Responding together in a squad car on 8/23/21</li> <li>• Attended Crisis Intervention Team (CIT) training together 8/24/21 in Eau Claire</li> <li>• 112 “Call for Service” calls</li> <li>• 12 “Call for Service” known consumers</li> <li>• 23 calls for Co-Response Unit</li> <li>• 75 consumers given resources</li> <li>• 6 calls resulted in Chapter 51</li> <li>• 50 calls included Crisis Team</li> <li>• 17 calls from CRU to Crisis</li> <li>• 5 calls from Crisis to CRU</li> <li>• 5 emails from CRU to Crisis</li> <li>• 60 total cases reviewed collaboratively</li> <li>• 21 emails sent to CRU from department members/partnering agencies asking for follow-up with consumers in our community to assist with resources</li> </ul>	ISRS Manager Christin Skolnik 785-6019 <a href="mailto:cskolnik@lacrossecounty.org">cskolnik@lacrossecounty.org</a>	No
Hillview Health Care Center-Out Patient Clinic Branch Office	Integrated Support & Recovery Services (ISRS) – Outpatient Clinic	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.	ISRS Manager Christin Skolnik 785-6019 <a href="mailto:cskolnik@lacrossecounty.org">cskolnik@lacrossecounty.org</a>	No
Schuh-Mullen Community Engagement Kick-off event	Justice Support Services (JSS) – La Crosse Area Family Collaborative (LAFC)	La Crosse Area Family Collaborative (LAFC) staff are hosting a community gathering and cookout for the Schuh-Mullen neighborhood. They will be reporting outcomes from the needs assessment conducted in the neighborhood in addition to gather other input and feedback from attendees.	JSS Manager Tonya Van Tol 785-5815 <a href="mailto:tvantol@lacrossecounty.org">tvantol@lacrossecounty.org</a> Adolescent Services Supervisor Jill Dunne 785-5542 <a href="mailto:jdunne@lacrossecounty.org">jdunne@lacrossecounty.org</a> Youth Justice Supervisor Phil Stegemann 386-6048 <a href="mailto:pstegemann@lacrossecounty.org">pstegemann@lacrossecounty.org</a>	No