

Overview of the Human Services Department:



La Crosse County Board of Supervisors

March 16th, 2023



LA CROSSE COUNTY

Discussion Plan

- I. Fun Facts
- II Services
- III. Challenges

I. Fun Facts

- A. Services
- B. History
- C. State Affiliation
- D. County Operations



A. Our Services

1. We serve *all age groups* – babies to elder adults
2. Our services include *24/7 emergency* services
3. We have *regional service* responsibilities
4. Our services include both *voluntary and involuntary* (court ordered) services
5. We administer services *directly, via subcontract and by vendor pool*

B. Our History

Innovation

1. Redesigning Wisconsin's long-term care system:
 - *Family Care*
 - *Aging and Disability Resource Center (ADRC)*
2. Establishing one of Wisconsin's first Criminal Justice Management Councils (CJMC)
3. Creating Wisconsin's most regionally integrated income maintenance consortia
 - *Western Region for Economic Assistance (WREA)*

Stepping up in times of crisis

1. Tornado (2011)

- *Wellness checks and resource connections*

2. Pandemic (2020)

- *24/7 staffing of homeless shelters*

3. Emergency Winter Sheltering (2022-23)

- *Leading the response for family sheltering*

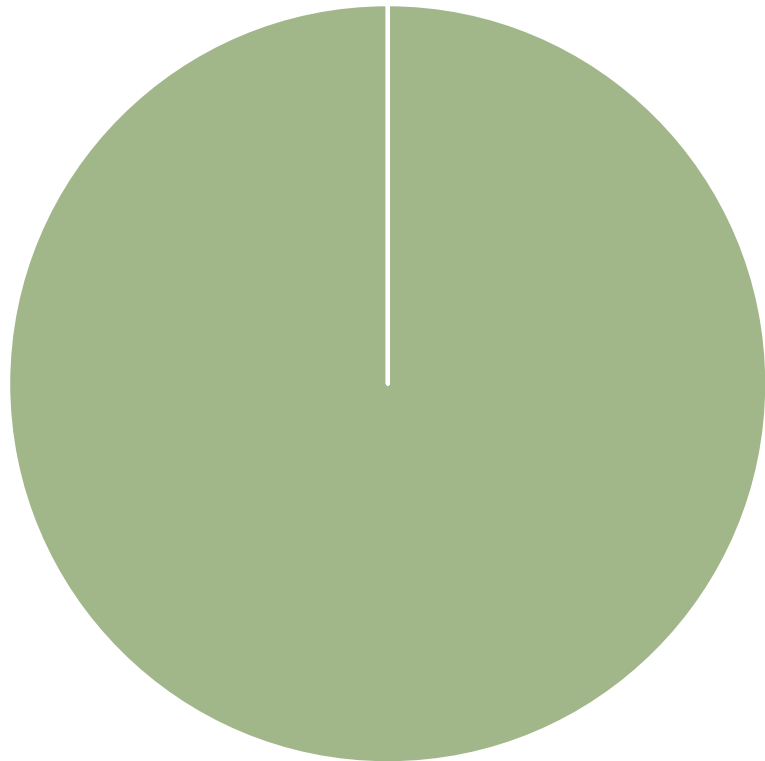
C. State Affiliation

1. Most of our services are mandatory and regulated by the State of Wisconsin
 - *Department of Health Services*
 - *Department of Children and Families*
 - *Department of Corrections*
 - *Department of Administration*
2. Human Services Departments exist under Wisconsin statutes to promote coordination and efficiency

D. County Operations

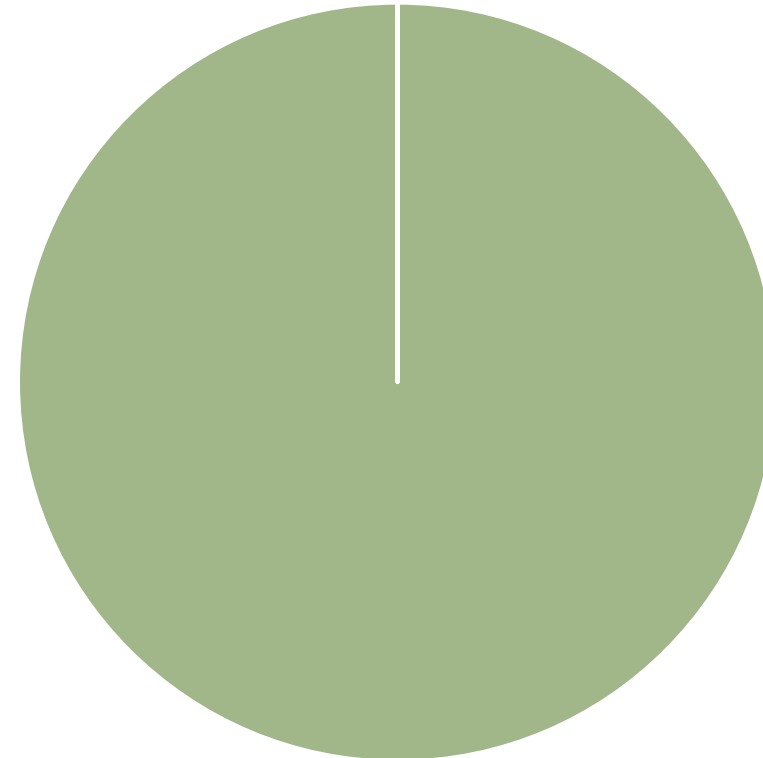
Total Budgeted Expenses

\$208,978,932



Operating Levy

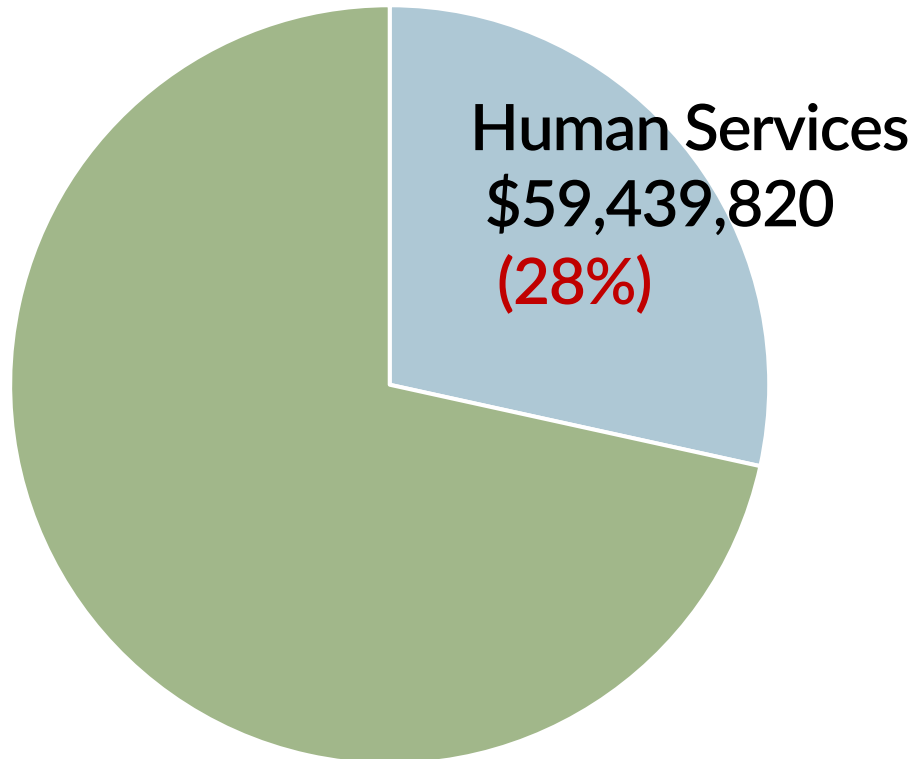
\$28,582,525



D. County Operations

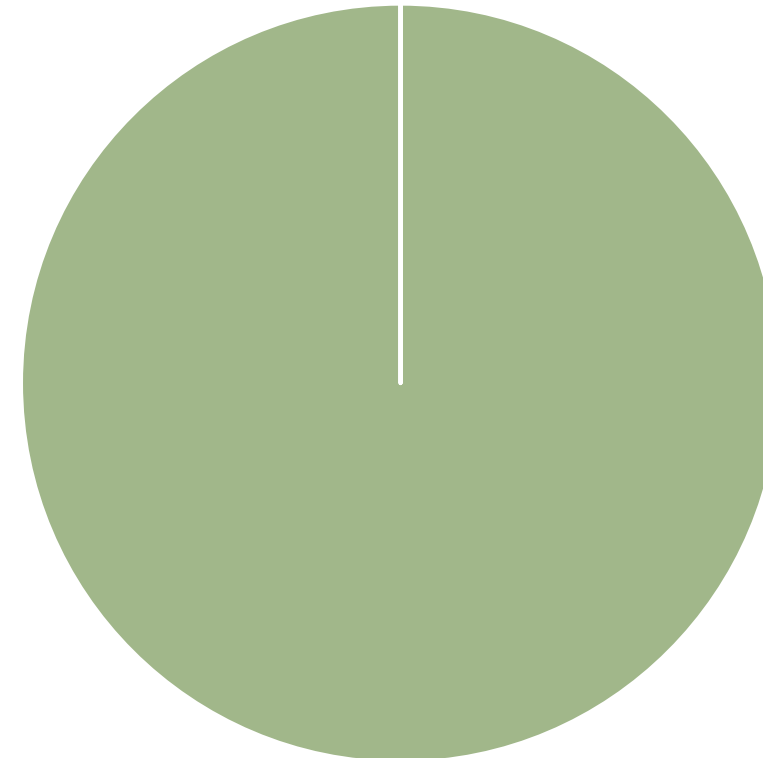
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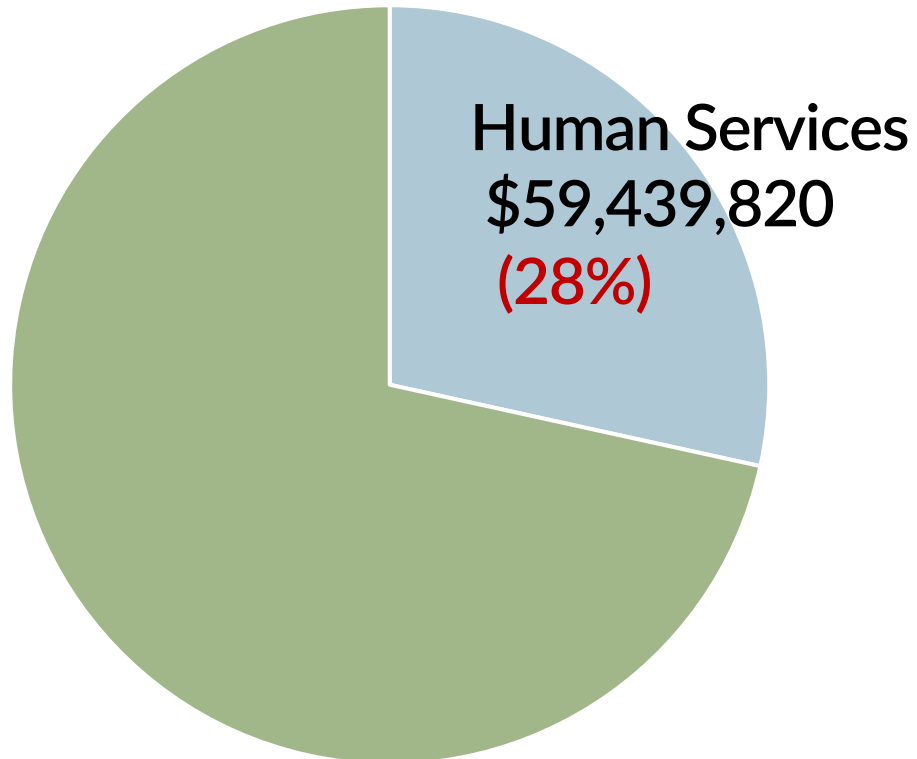
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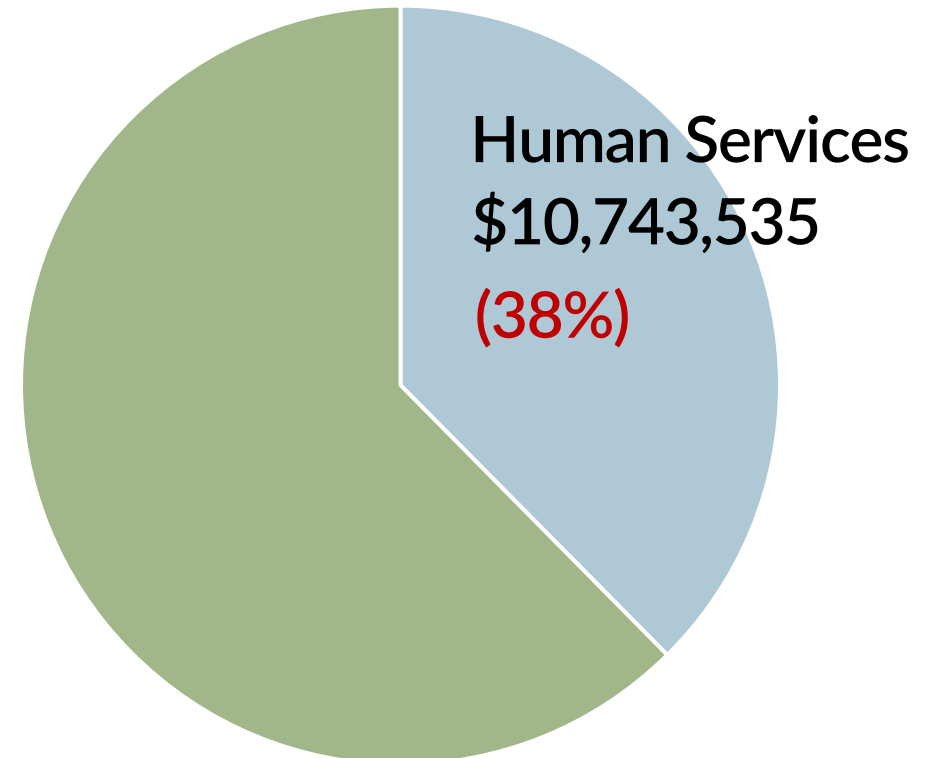
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Operating Levy

\$28,582,525



Employee Spotlight:

Alexia Krause
Social Worker, CCS Program (5 Years)



“The best part of my job is community relations. I like building relationships with our consumers and our community partners”



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II. Services

- A. Organizational Structure
- B. Services and Programs
- C. Looking Forward to 2023





La Crosse County Human Services

*"Enhancing **Self-Sufficiency** and **Quality of Life** with Respect for the **Dignity** of the Person Served"*

Five Service Sections

310.6 FTEs

Family & Children Services	Integrated Support & Recovery Services	Justice Support Services	Economic Support Services	Aging and Disability Resource Center
				

42.24 FTEs

97.99 FTEs

65.16 FTEs

42.00 FTEs

33.21 FTEs



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Services

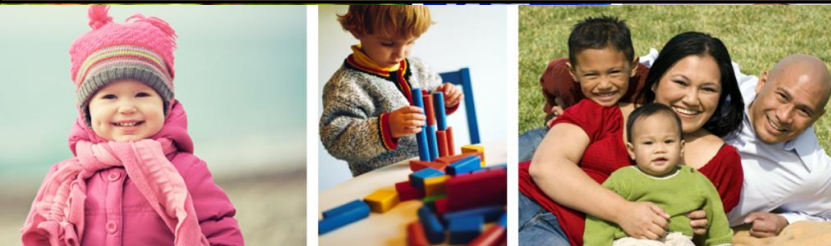
Family & Children Services

Areas:

- Children who are unsafe due to abuse or neglect
- Children with special care or treatment needs that the parent(s) are unable or unwilling to meet

Types:

- Access
- Initial Assessment
- Ongoing
- Permanency

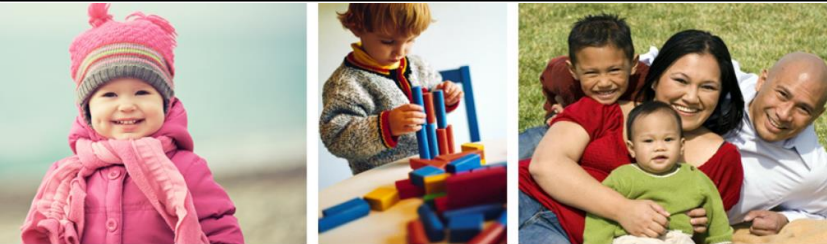




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Family & Children Services



Data Point from 2022

- 1,244 reports of child abuse and requests for CPS services
- 49 percent of children in out-of-home care in relative placements

Looking Forward to 2023

- Implementing the Family Keys housing program



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Services

Areas:

- Mental Health
- Substance Abuse
- Children’s Disability

Types:

- Crisis Intervention
- Case Management
- Clinical

Integrated Support & Recovery Services



Programs

Crisis Intervention

Birth to Three (B-3)

Comprehensive Community Services (CCS)

Children’s Long Term Support Waivers (CLSW)

Community Support Program (CSP)

Other

Outpatient Clinic



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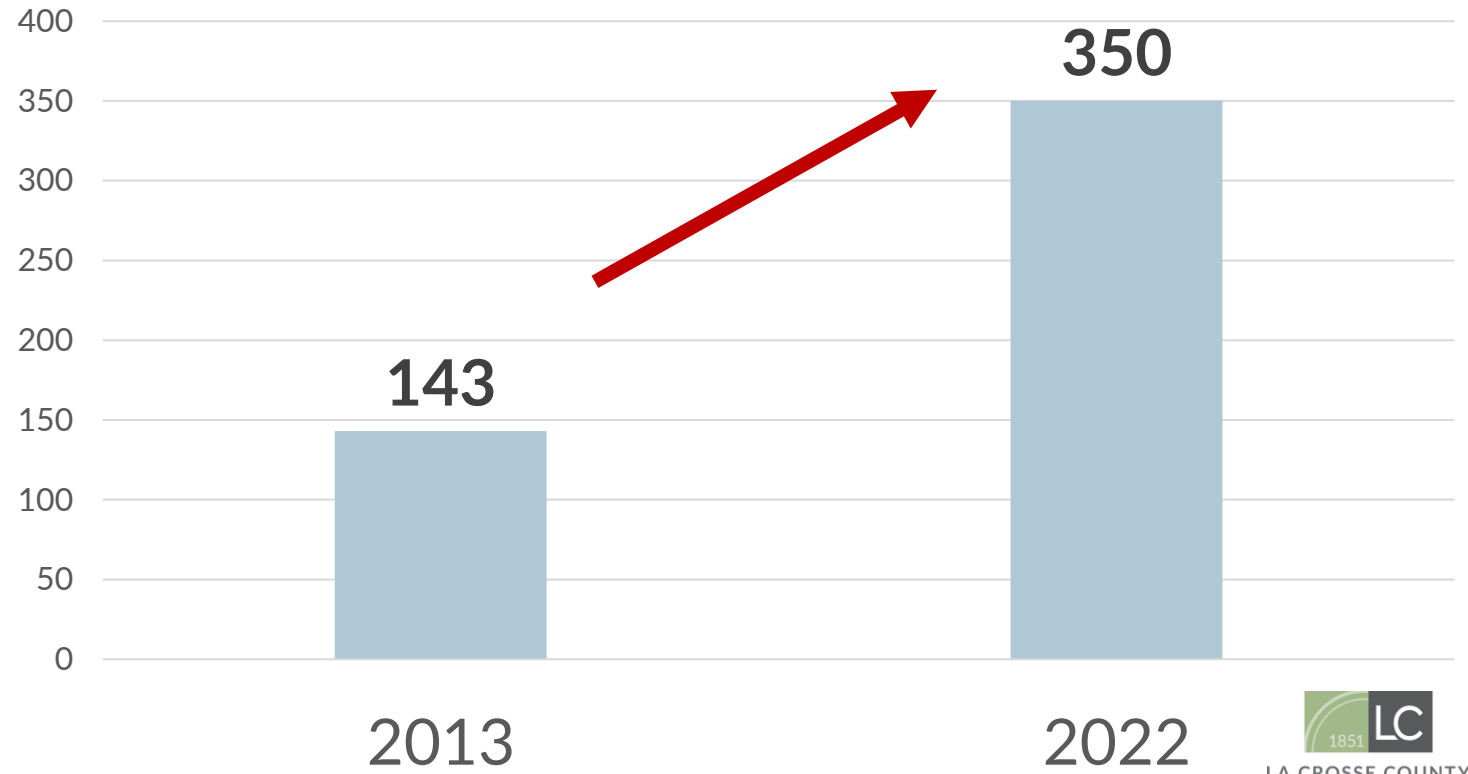
*"Enhancing **Self-Sufficiency** and **Quality of Life** with Respect for the **Dignity** of the Person Served"*

Integrated Support & Recovery Services



Comprehensive Community Services (CCS)

La Crosse County Recipients



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La Crosse County Human Services

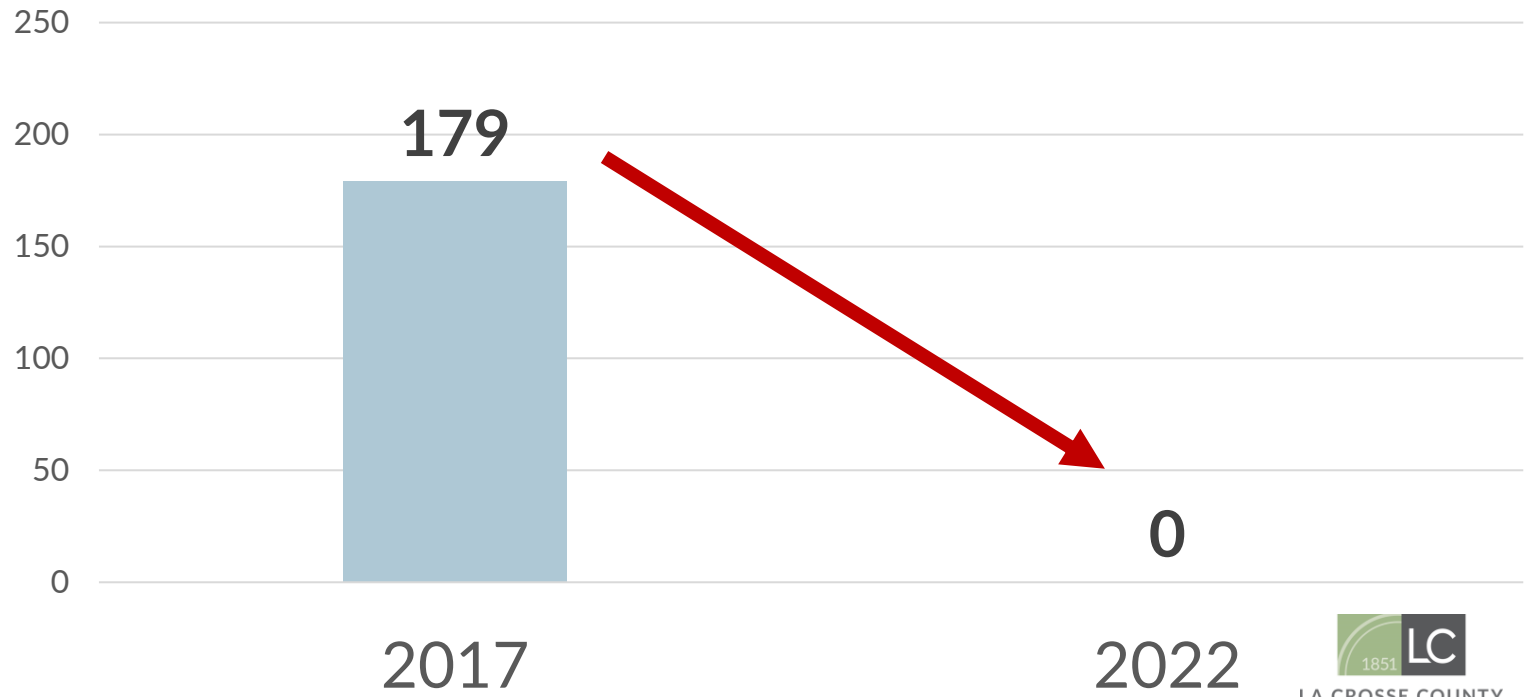
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Integrated Support & Recovery Services



Children's Long-Term Support (CLTS)

La Crosse County Waitlist





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Integrated Support & Recovery Services



Looking Forward to 2023

- Crisis Co-Response Program
- Mental Health Services & Jail



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Services

Areas:

- Adult Justice
- Youth Justice
- Early Intervention

Types:

- Assessment
- Drug & Alcohol Testing
- GPS Monitoring
- Case Management
- Behavioral Therapy Groups

Programs

Treatment Courts
 Pre-Trial
 Youth System of Care
 La Crosse Area Family Collaborative (LAFC)

Intoxicated Driver Program
 Ophelia's House

Justice Support Services



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Justice Support Services



Data Point from 2022

- 45 Treatment Court Graduates

Looking Forward to 2023

- LAFC adding a location



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Services

Areas:

- Food Assistance
- Health Insurance
- Energy Assistance
- Child Care

Types:

- Program Enrollment
- Caseload Management
- Child Care Certification

Economic Support Services



Programs

FoodShare

Medicaid

Caretaker Supplement (CTS)

Wisconsin Home Energy Assistance Program (WHEAP)

Wisconsin Shares Child Care Subsidy

Other



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La Crosse County Human Services

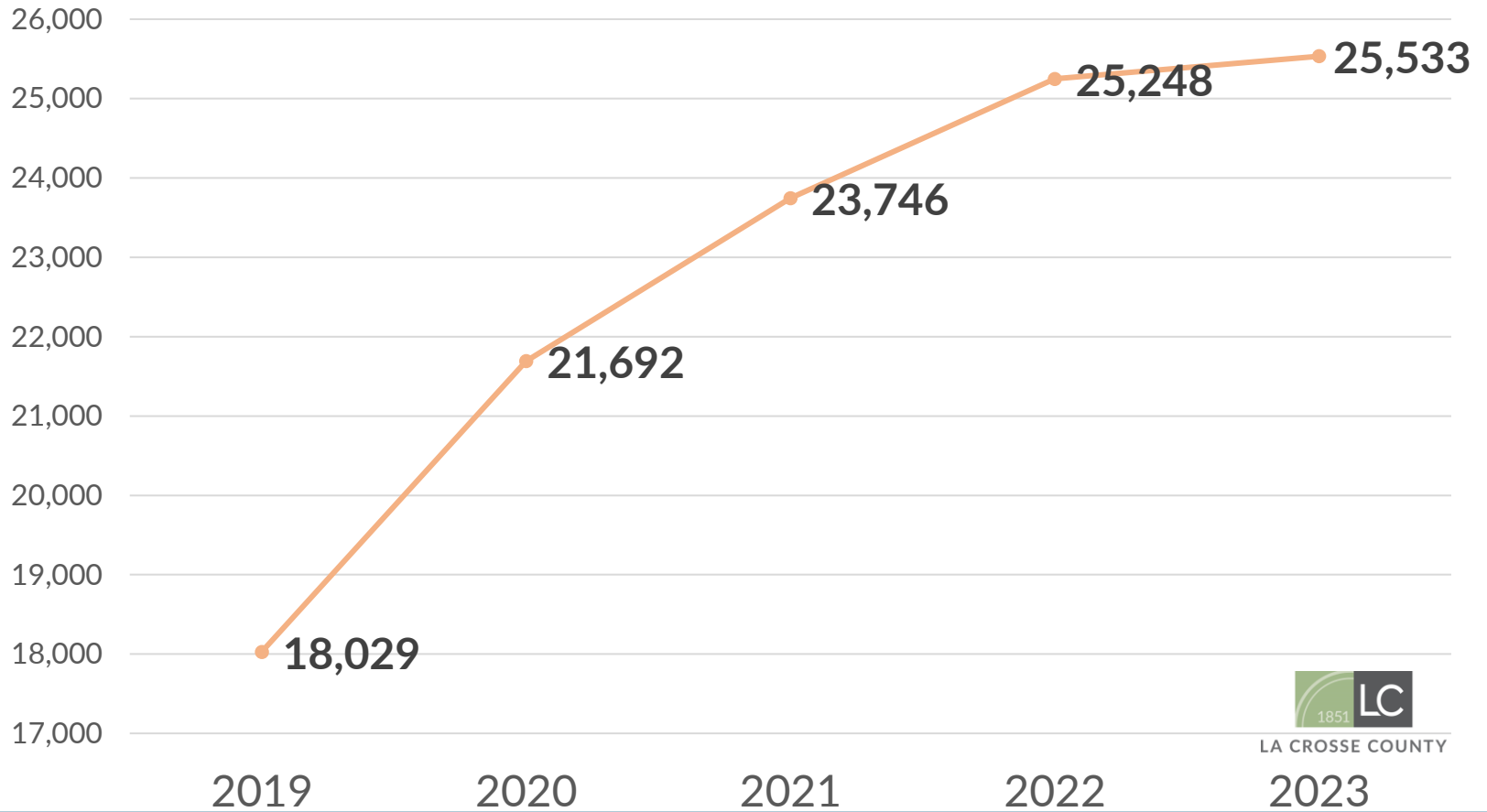
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Economic Support Services



La Crosse County Income Maintenance Recipients

(FoodShare & Medicaid / BadgerCare Plus)



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Economic Support Services

Looking Forward to 2023

- "Unwinding" of Enhanced Pandemic Benefits

- > **\$1.3 million** in December 2022 emergency FoodShare allotments





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More Information on the "Unwinding"

Economic Support Services

- February 2023 Health and Human Services Board Report

<https://www.lacrossecounty.org/Minutes%20and%20Agendas/Attachments/2023/Standing/Feb/HHS020723A.pdf>

- News Coverage

"Pandemic-era extra foodshare benefits end" NEWS8000

https://www.news8000.com/lifestyle/food-and-recipes/pandemic-era-extra-foodshare-benefits-end/article_9d70c73a-b7c1-11ed-acb2-5b0726844fc6.html



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Services

Aging and Disability Resource Center



Areas:

- Elder Adults
- Adults with Disabilities
- Youth with Disabilities
- Caregivers
- Wellness & Prevention
- Functional Screens
- Congregate Dining
- Home Delivered Meals
- Adult Protective Services

Types:

- Information & Assistance
- Transition Planning
- Benefits Counseling
- Caregiver Supports
- Transportation



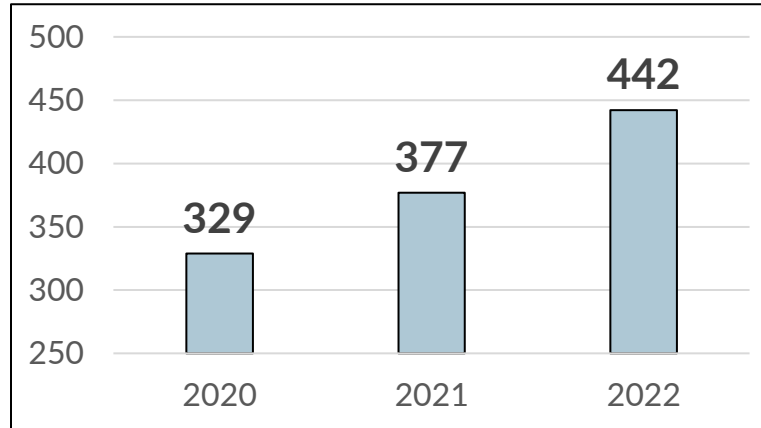
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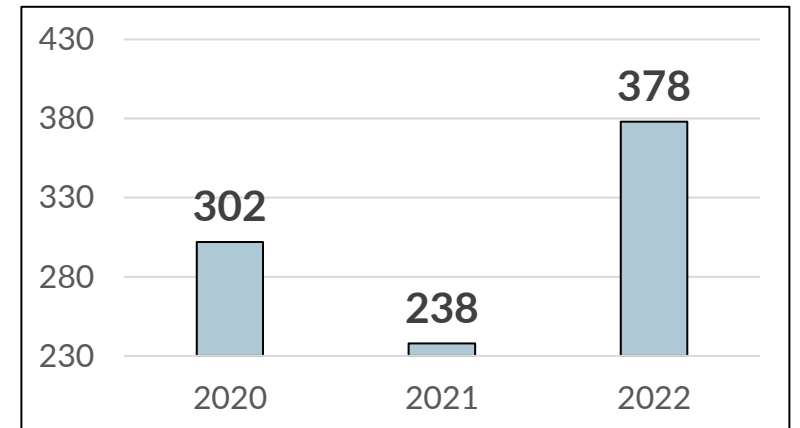
Aging and Disability Resource Center



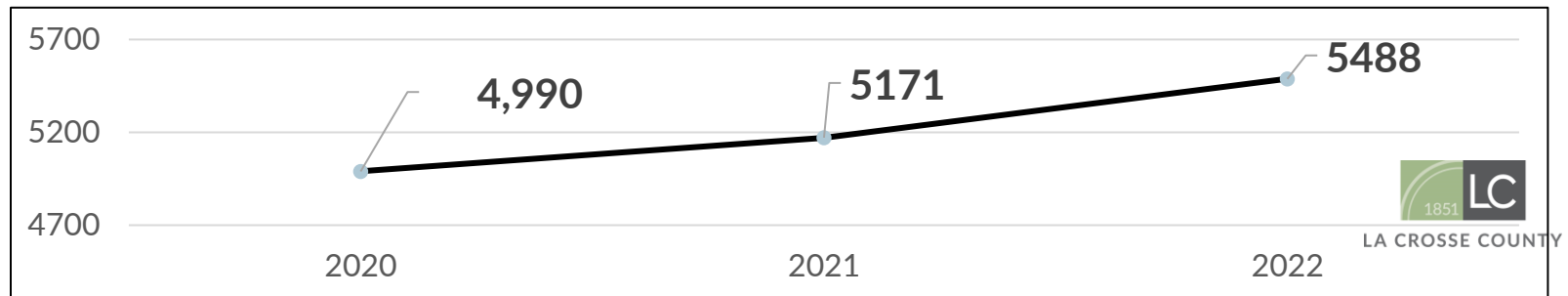
Adult Protective Services Referrals



Congregate Dining Participants



Aging & Disability Resource Center Customers





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Aging and Disability Resource Center



Looking Forward to 2023

- Opening of New Southside City of La Crosse Dining Site
- Identifying location for West Salem Dining Site



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ADRC in the News



La Crosse Tribune

March 10, 2023

"La Crosse County to open new site Monday for senior dining at Southside Neighborhood Center"

https://lacrossetribune.com/news/local/la-crosse-county-to-open-new-site-monday-for-senior-dining-at-southside-neighborhood-center/article_9e51331a-be92-11ed-bd40-4fc50a7fcfc5.html#tracking-source=home-top-story

La Crosse Tribune

March 8, 2023

"County Connection: ADRC works to build community"

https://lacrossetribune.com/news/local/county-connection-adrc-works-to-build-community/article_999195d0-b957-11ed-96f1-5739c784f227.html



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III. Challenges

- A. Operational Effectiveness
- B. Increasing Service Demands
- C. Financial Constraints



A. Operational Effectiveness

1. Service Integration



Youth with behavioral issue



Justice Support Services



Adult with mental health issue



Integrated Support & Recovery Services



Adult having trouble affording food



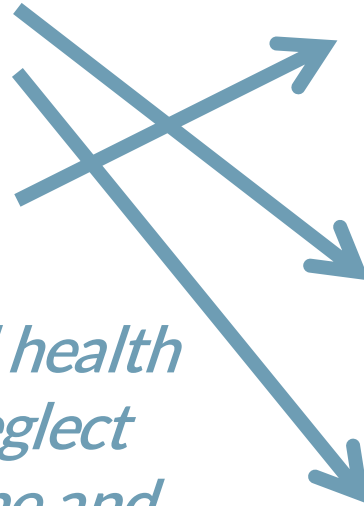
Economic Support Services

A. Operational Effectiveness

1. Service Integration



Adult with mental health issue with child neglect worries in the home and having trouble paying for necessities



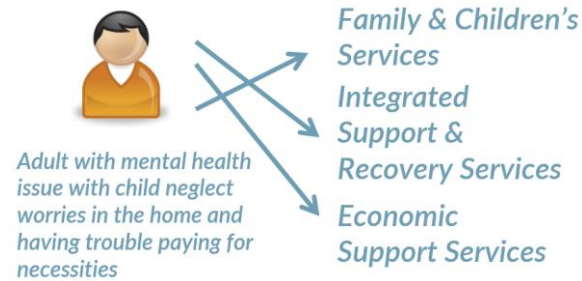
Family & Children's Services

Integrated Support & Recovery Services

Economic Support Services

A. Operational Effectiveness

1. Service Integration



2. Continuous Improvement

- *What are we doing that's working? What's not working? How can data inform continuous improvement?*

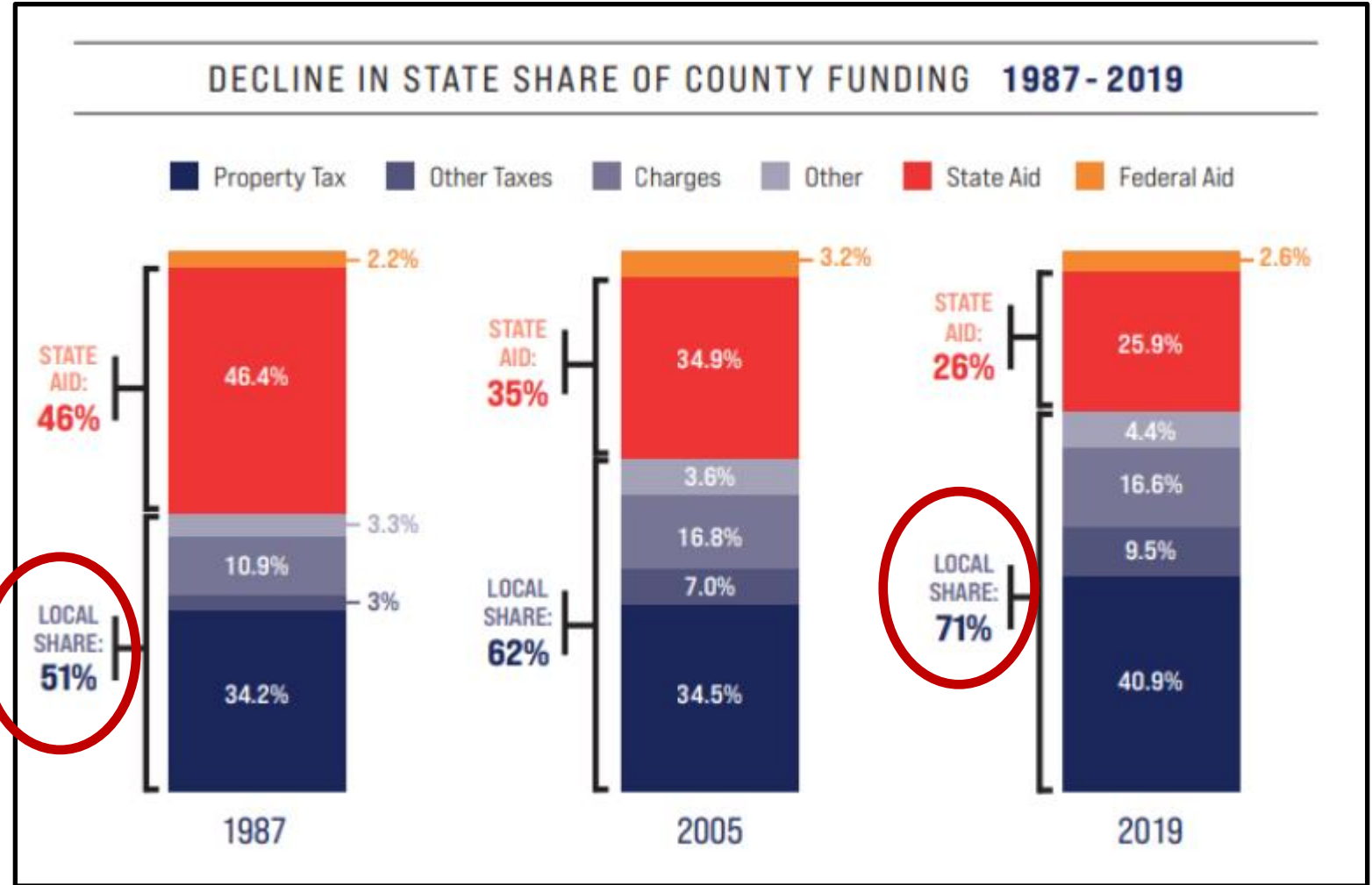
B. Increasing Service Demands

1. Dealing with current and anticipated future caseload growth in certain human services areas.
 - *Income maintenance*
 - *Aging services*
2. Meeting community expectations for the Human Services Department to “do more”
 - *Homelessness*
 - *Mental health*
 - *Student absenteeism*

C. Financial

1. Increasing service demand, mandates and uncontrollable costs meets levy caps and a growing state / local funding imbalance

Growing State / Local Funding Imbalance



Uncontrollable Costs

Average Annual Cost Single Out-Of-Home Placement

Residential Caring Center (RCC):	\$200,000
State Mental Health Institute:	\$228,000

Out-of-Home Placement Budgets (2023)

Child Protective Services / Youth Justice:	\$2.4 Mil
Inpatient:	\$1.3 Mil

Impact on Wisconsin Counties

SUPERIOR
Telegram

County officials educate state legislators on crisis

By Shelley Nelson on Nov 16, 2018 at 6:05 p.m.

<http://www.superiortelegram.com/news/government-and-politics/4530116-county-officials-educate-state-legislators-crisis>

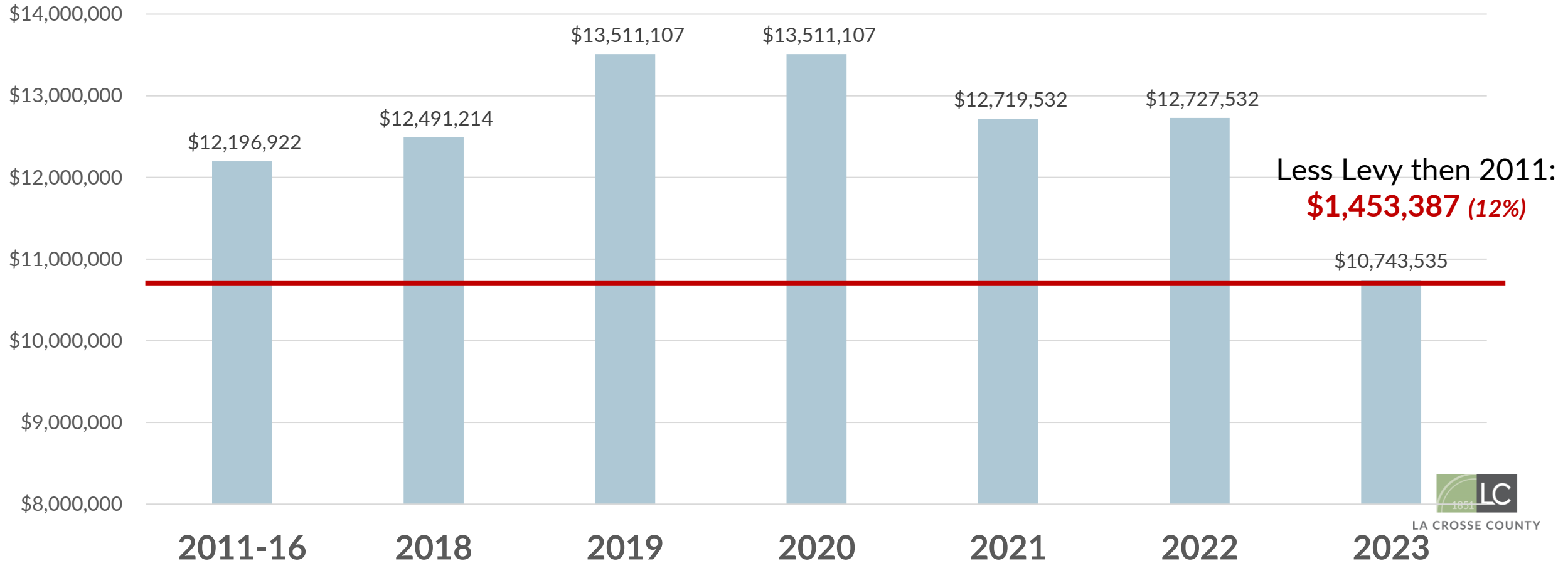
*“Decisions already made include **cutting \$300,000 designated for highway projects**; increasing the forestry transfer to \$1.8 million....”*

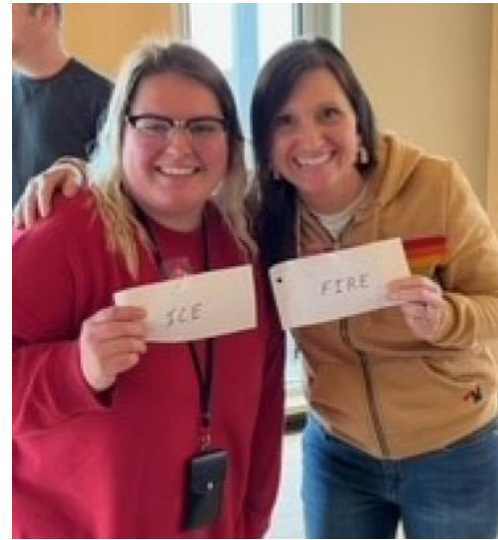
C. Financial

1. Increasing service demand, mandates and **uncontrollable costs** meets levy caps and a growing state / local funding imbalance
2. **Good news** is that so far the Human Services Department has stayed one-step ahead of these financial constraints



Human Services Levy Over Time





Thank You!

