**Human Services Director’s Report**

**To the Health & Human Services Board**

May 2025

| **Activity** | **Program/**  **Section** | **Brief Description** | **Contact Person** | **Attach-**  **ment** |
| --- | --- | --- | --- | --- |
| Senior Farmer’s Market Nutrition Program | Aging & Disability Resource Center (ADRC) | The Senior Farmer’s Market Nutrition Program, coordinated by the ADRC, provides low-income seniors with $25 vouchers to purchase fresh fruits and vegetables at local participating Farmers Markets. Vouchers will be distributed at various locations, and individuals may also call the ADRC at 608-785-5775 after May 13th to request a mailed form. To qualify, participants must be 60 years or older (or 55 for Native Americans) and meet income guidelines: $2,413 monthly for singles or $3,261 for couples. The program operates on a first-come, first-served basis, and there may be a wait during distribution. Completed forms received by mail will result in vouchers being sent after June 1st, or within two weeks of paperwork completion. Please note, only one set of $25 vouchers is available per person. | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | No |
| Caseworker Policy Assistant AI tool | Economic Support (ES) | In March, DHS introduced a new AI-powered tool to support our eligibility caseworkers. This tool, called the Caseworker Policy Assistant, helps staff find answers to complex policy questions they encounter when helping residents access benefits. Instead of searching through long policy manuals, caseworkers can ask the AI tool a question and receive an answer, an explanation, and references to the official policy documents.  The tool uses information from existing state policy handbooks, such as those for Medicaid, BadgerCare Plus, and FoodShare.  Because the AI is still learning, staff can rate the answers it provides so they can be reviewed and improved over time. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Foster Care Event | Family & Children’s (FC) | On May 16th from 10:30am-6pm, the Family & Children’s Section is sponsoring a Brat Barn fundraising event at the La Crosse Festival Foods on Copeland Avenue. The purpose of the event is to raise money for our general donation account line. The funds in that account help pay for necessities to additional enrichment activities that kids do not always have access to such as driver’s education, and extracurricular fees or equipment. Please show your support to kids and families in our community, by coming out to this event, and purchasing some food. | FC Manager  Tracy Puent 792-5507  [tpuent@lacrossecounty.org](mailto:tpuent@lacrossecounty.org) | No |
| Mental Health Awareness Celebration 2025 | Integrated Support & Recovery Services (ISRS) | Reminder: May 29th is the Mental Health Awareness Walk/Celebration hosted by Integrated Support and Recovery Services along with community partners! Tina Tryggestad will be one of our guest speakers to kick off the walk. Please see the attached flyer for details. | ISRS Assistant Manager  Anneliese Skoda  [askoda@lacrossecounty.org](mailto:askoda@lacrossecounty.org) | Yes |