

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*

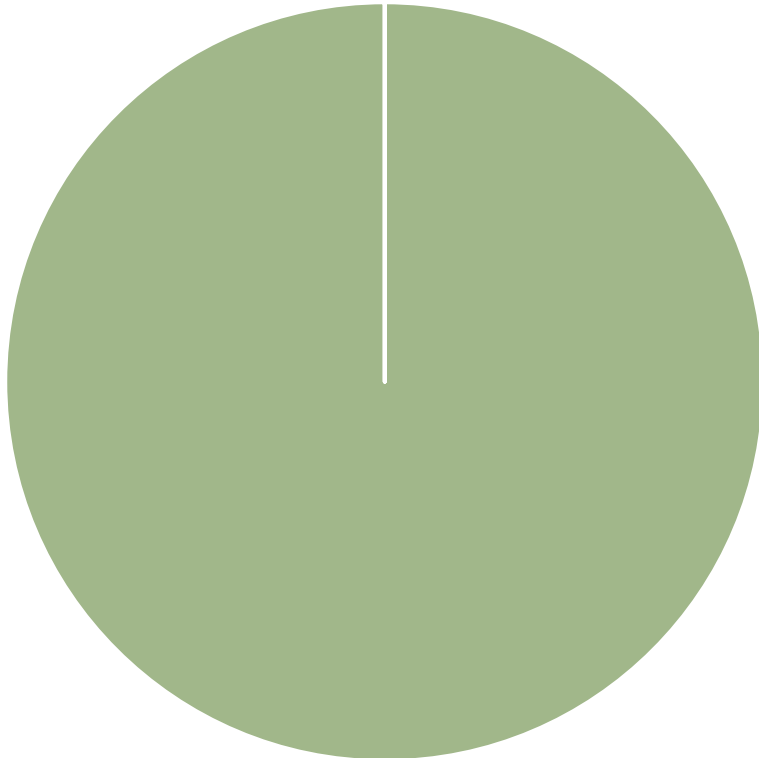
C. State Affiliation

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

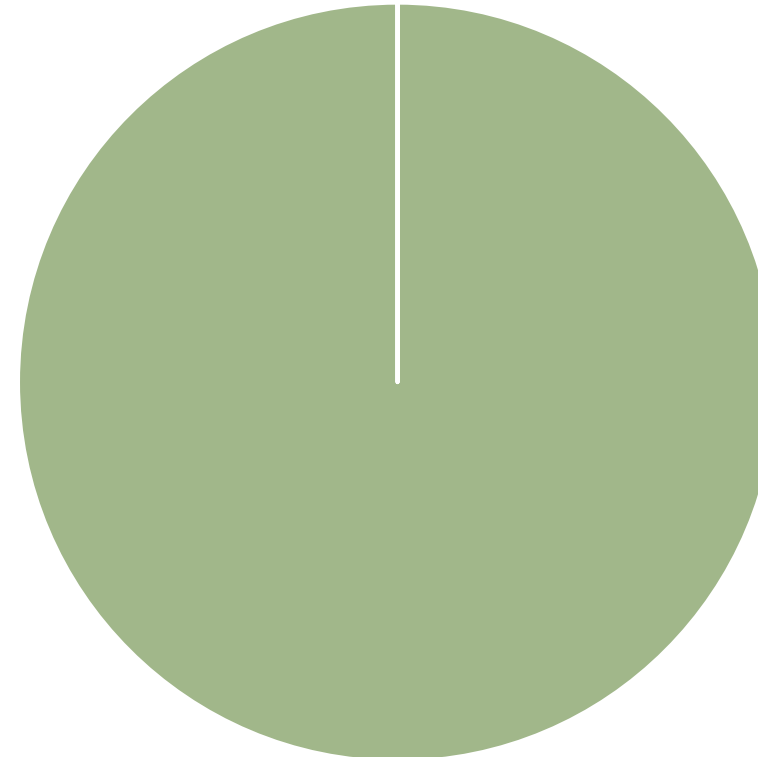
Total Budgeted Expenses

\$208,978,932



Operating Levy

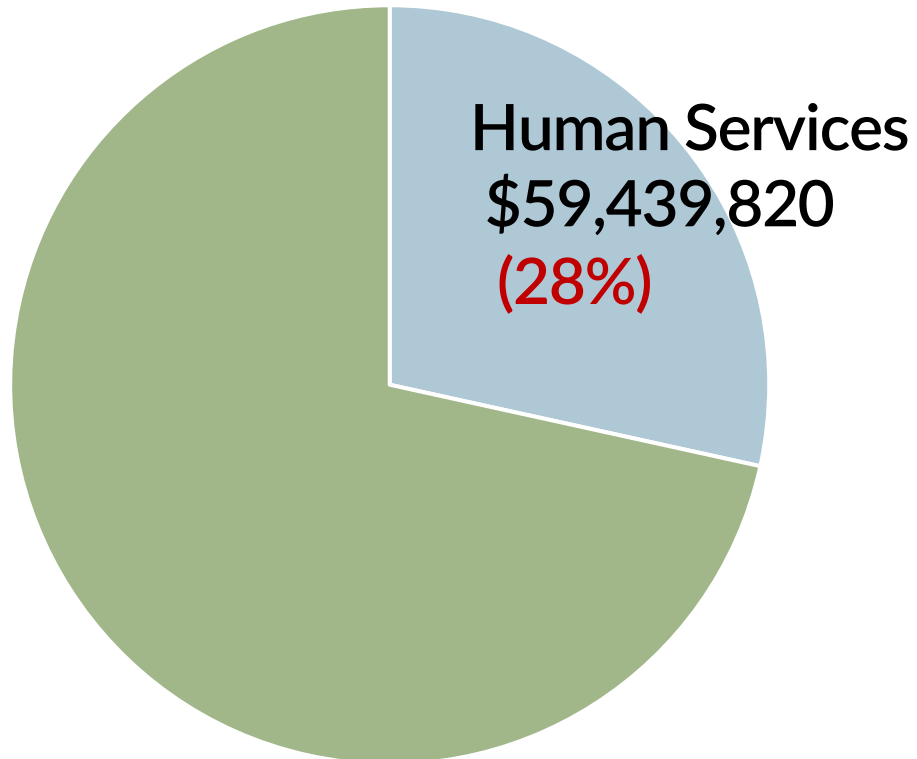
\$28,582,525



D. County Operations

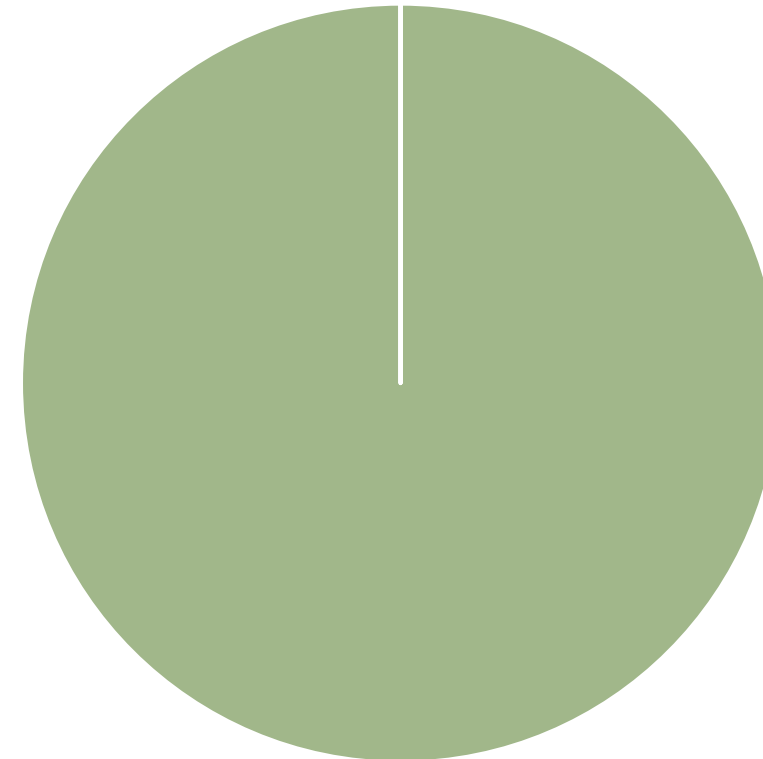
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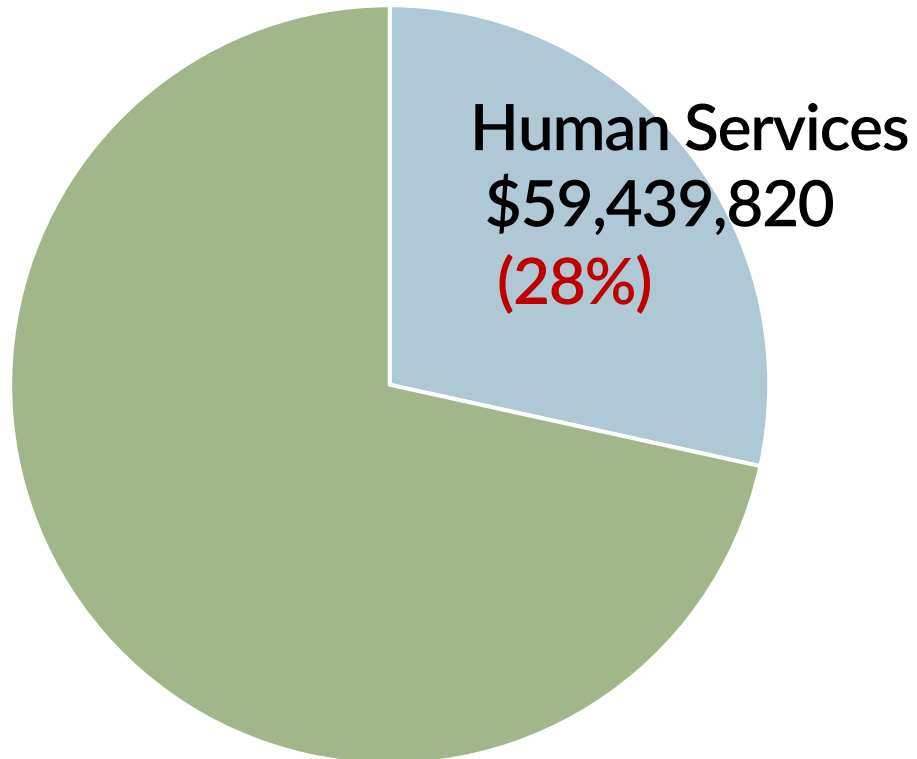
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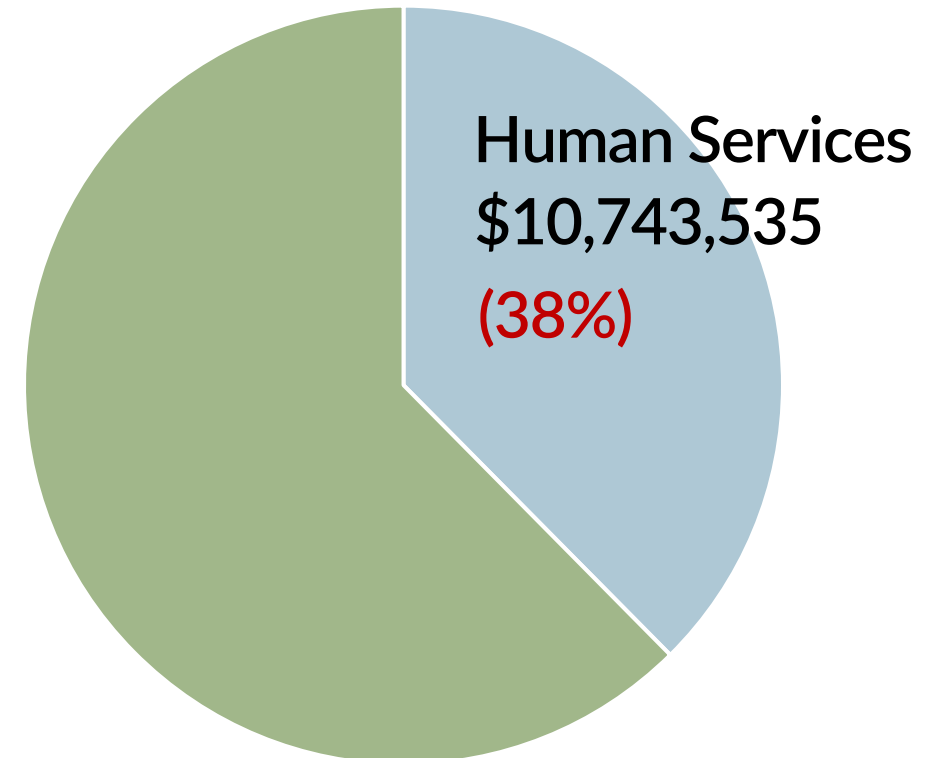
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Operating Levy

\$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

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Five Service Sections

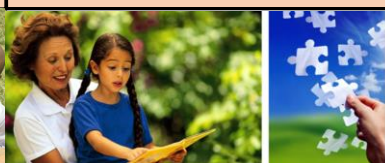
310.6 FTEs

**Family & Children
Services**



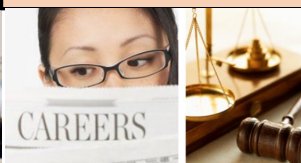
42.24 FTEs

**Integrated Support &
Recovery Services**



97.99 FTEs

**Justice Support
Services**



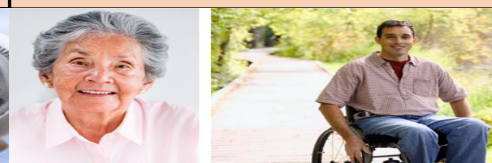
65.16 FTEs

**Economic Support
Services**



42.00 FTEs

**Aging and Disability
Resource Center**



33.21 FTEs

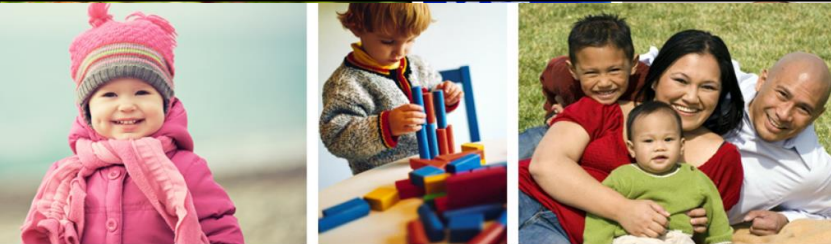


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Services

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



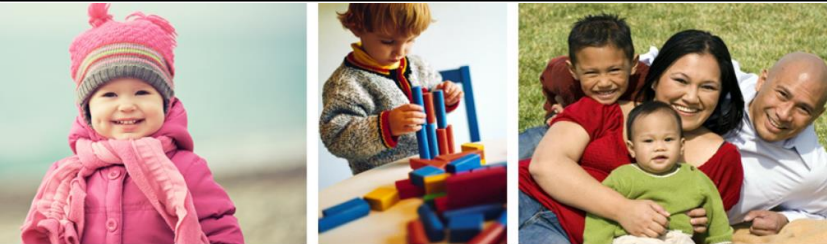
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Family & Children Services



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)

Outpatient Clinic

Comprehensive Community Services (CCS)
Children's Long Term Support Waivers (CLSW)
Community Support Program (CSP)
Other



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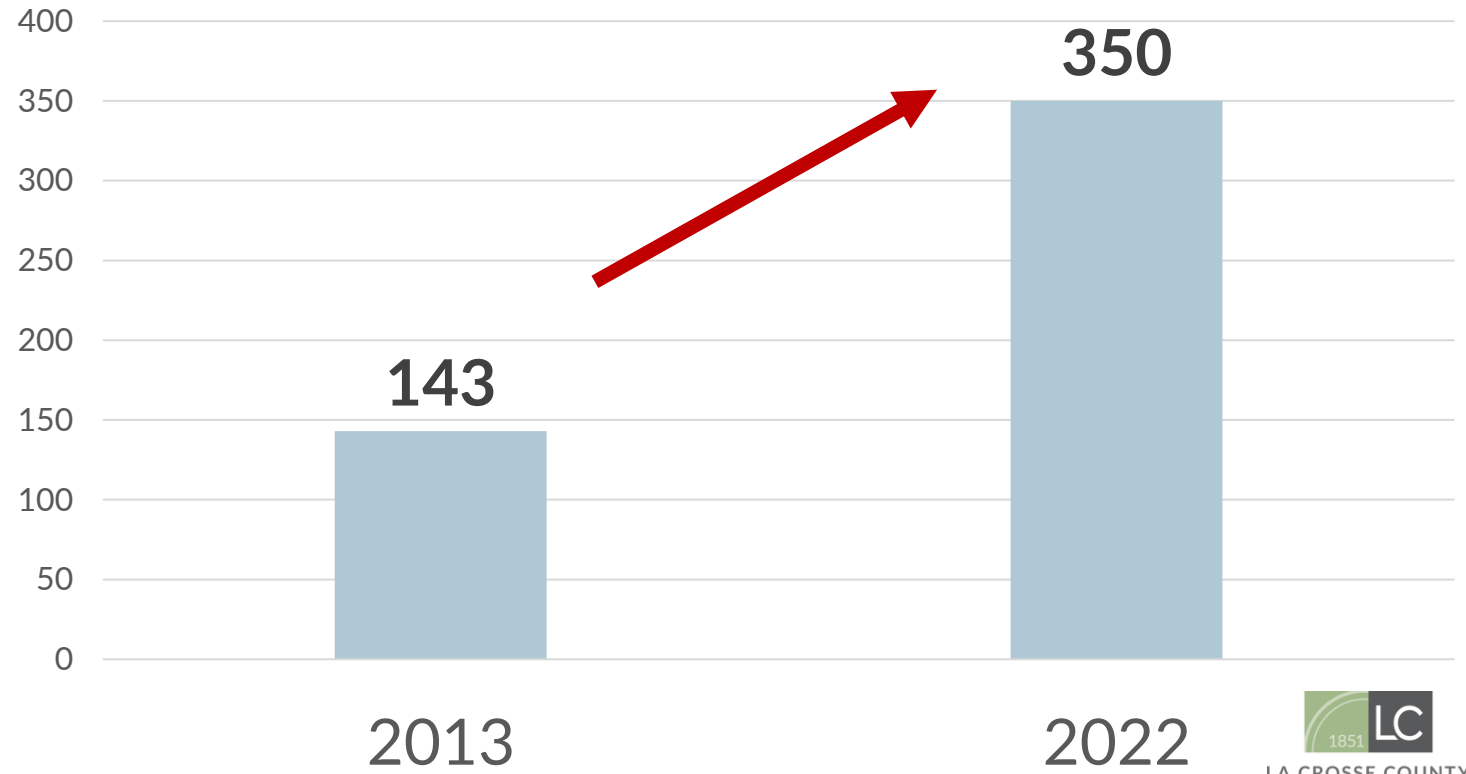
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Integrated Support & Recovery Services



Comprehensive Community Services (CCS)

La Crosse County Recipients



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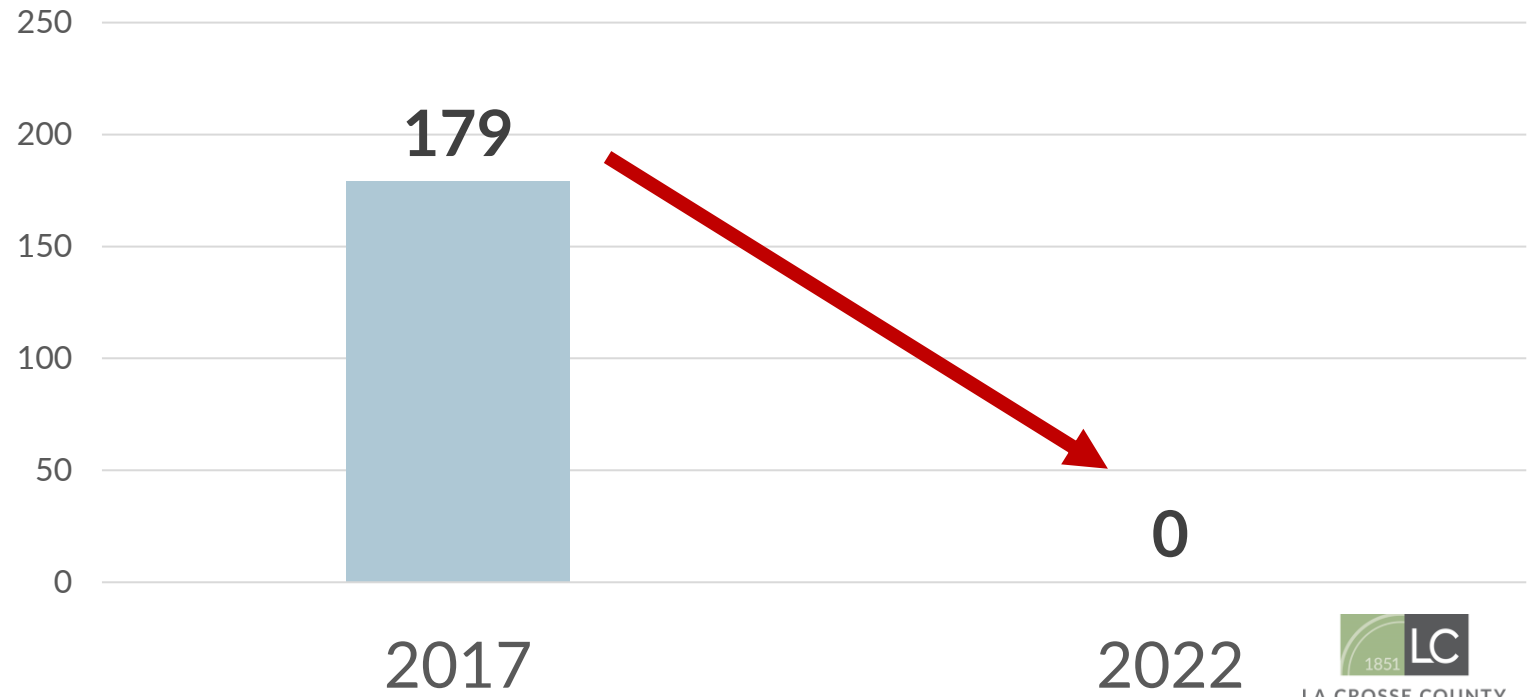
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Integrated Support & Recovery Services



Children's Long-Term Support (CLTS)

La Crosse County Waitlist



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Looking Forward to 2023

Integrated Support & Recovery Services



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



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Justice Support 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



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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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Economic Support Services



Services

Areas:

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

Types:

- Program Enrollment
- Caseload Management
- Child Care Certification

Programs

FoodShare

Caretaker Supplement (CTS)

Wisconsin Home Energy Assistance Program (WHEAP)

Wisconsin Shares Child Care Subsidy

Other

Medicaid



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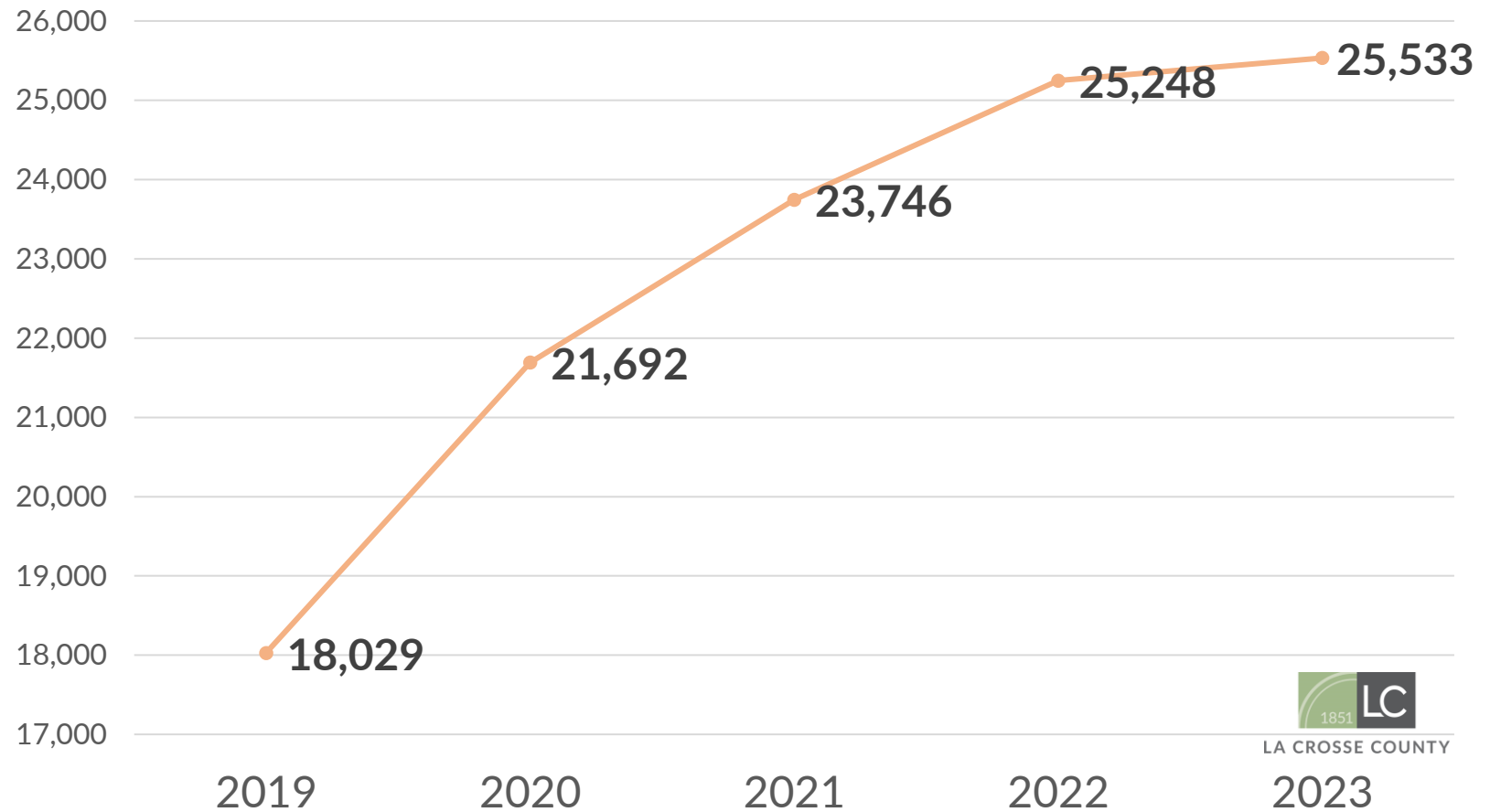
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Economic Support Services



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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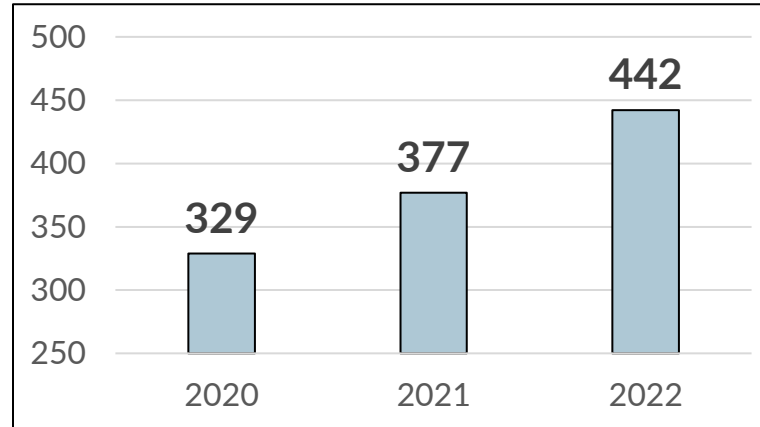
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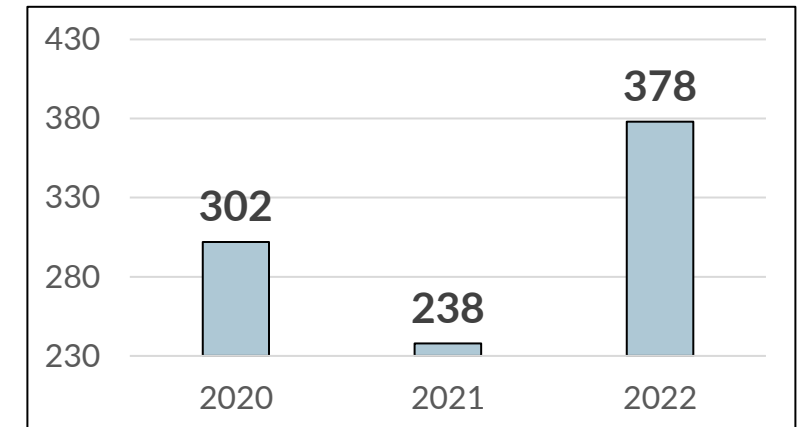
Aging and Disability Resource Center



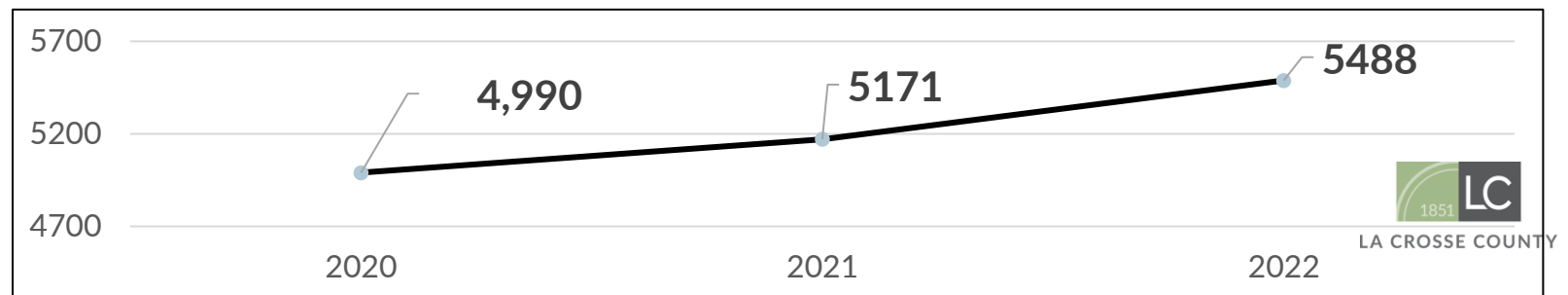
Adult Protective Services Referrals



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*



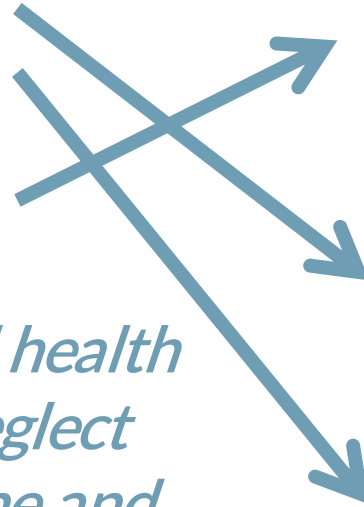
*Economic
Support Services*

A. Operational Effectiveness

1. Service Integration



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



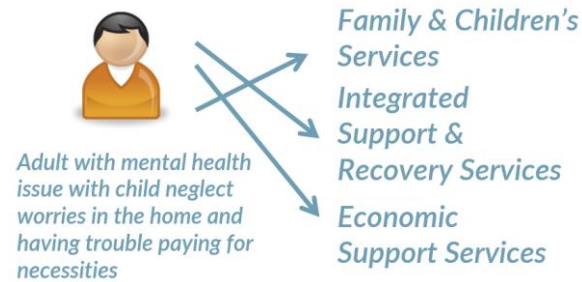
Family & Children's Services

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?*

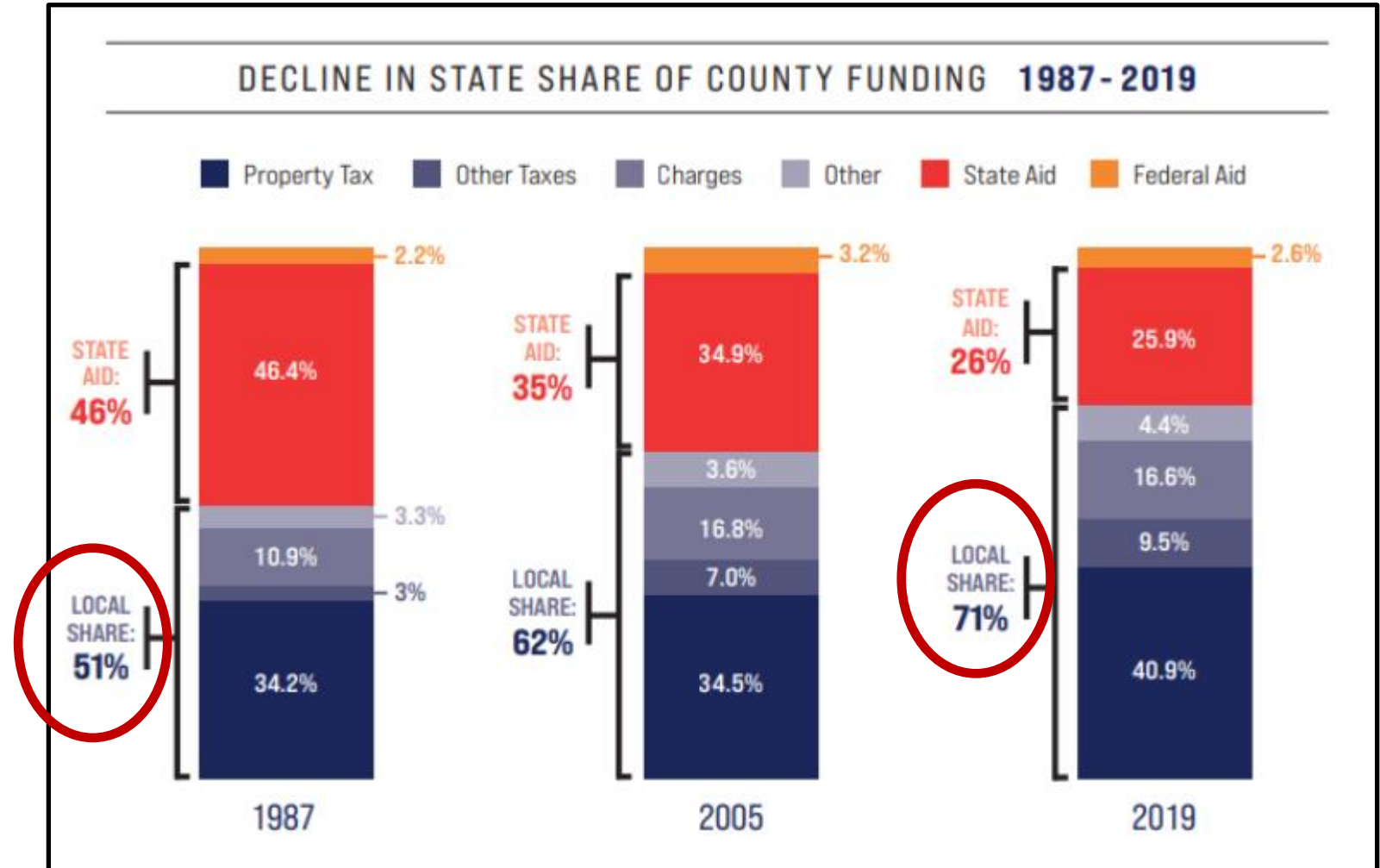
B. Increasing Service Demands

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>

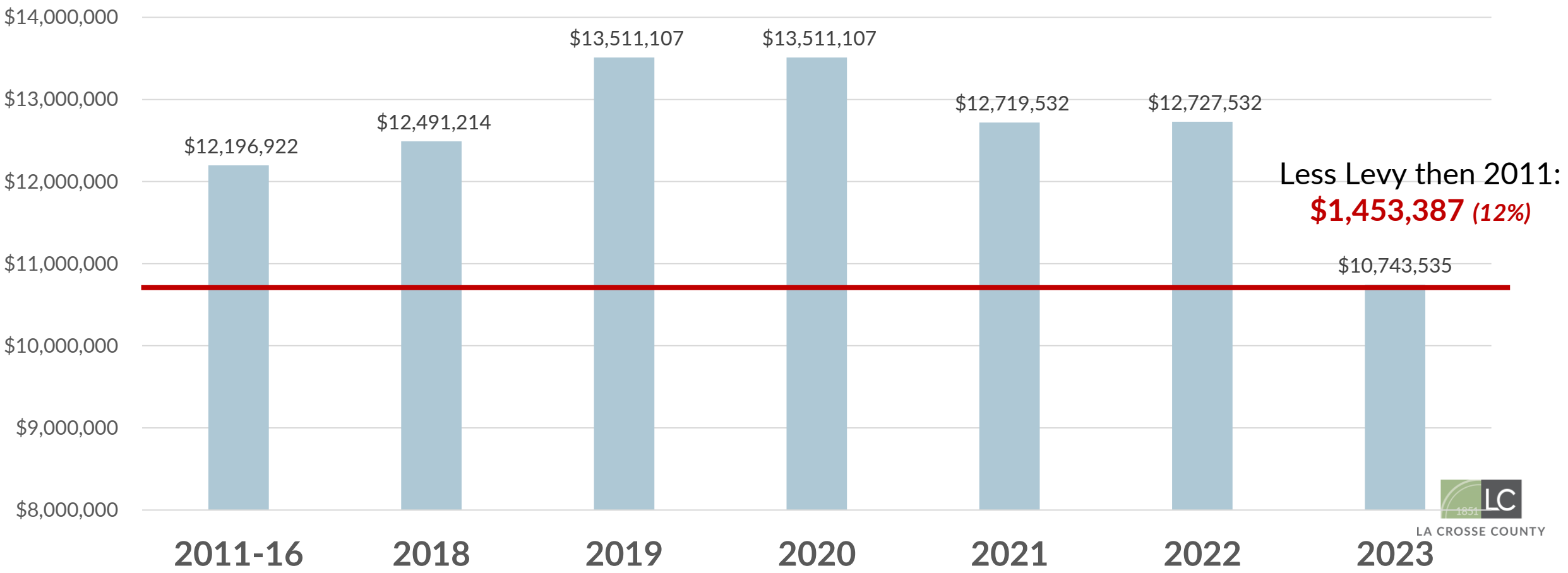
*“Decisions already made include **cutting \$300,000 designated for highway projects**; increasing the forestry transfer to \$1.8 million....”*

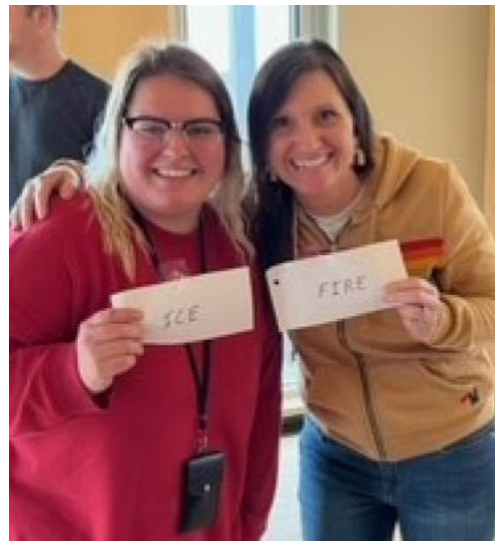
C. Financial

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!

