



*Office of County Administrator
County of La Crosse, Wisconsin*

County Administrative Center
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Memo To: La Crosse County Board of Supervisors
From: Steve O'Malley, County Administrator
Date: March 6, 2013

Re: March Monthly Report to the County Board

Attached is the March Monthly Report to the County Board, providing monitoring information about department activities to the full County Board instead of reporting only to governing committees.

REMINDER Monthly Reporting by roughly half the organization every other month. While you will receive this report each month, the reports do not cover every department each time.

February, April, June, August, Oct. & Dec.

Planning, Resources & Development
Public Works & Infrastructure
Judiciary & Law Enforcement
Corp Counsel & Child Support

January, March, May, July, September, November

Health & Human Services
Aging & Long Term Care
County Clerk, Finance, IT,
Printing, Personnel, Treasurer

“OF INTEREST”

March 11, 2013 Policy Planning Agenda

The agenda will cover a number of topics that should be especially interesting to the Board, including:

- Staff will continue to expand upon the recommendations of the Lakeview Strategic Plan by Wipfli including site considerations, the next steps and Timeline for Decisions
- UW-Extension Professor Karl Green will make a presentation on the recent update he's completed to the Holmen Cost of Community Services study.

Shannon Leadership Institute

I will miss March 21 County Board meeting because I will be attending the Shannon Leadership Institute in St. Paul, MN. The institute is my main professional development activity for 2013. The institute is a quarterly leadership retreat during the year with a group of other professionals in government and the non-profit sector to provide reflection and professional renewal by identifying strategies for improved effectiveness, enhance focus and commitment to the core values of service.

*If you have any questions, feel free to contact me by phone or e-mail.
County Administrator direct line: 785-9789, cell phone 608-385-3316
or e-mail omalley@lacrossecounty.org*

MONTHLY REPORT TO THE COUNTY BOARD

Aging & Long Term Care March 2013

Lakeview Health Center

STRATEGIC PLANNING PROCESS

As identified during this month's presentation by WIPFLI, there are several action items that need to be completed for your Committee and Board review. Two of these include refinement of 1) the analysis of site location by service area, and 2) financial modeling based on the State's final incentive application. Our internal team is currently analyzing each service area (nursing home, State only nursing home, CBRF, & AFH) and will review our analysis related to location & sequencing of project with our County Administrator. Lakeview staff have also been touring other facilities, both private and government, that have been recently constructed. This will assist us in defining important design elements and developing an effective transition.

Naturally, Lakeview staff are very interested in this project as it develops. I have encouraged them to attend the County Board meetings in order to hear the discussions first hand. I am also having monthly town hall meetings to keep our staff informed and will be providing updates to our residents and their decision makers & families. If you have contact with any of our stakeholders and would like me to be a part of these communications, please let me know.

WELCOME COMMITTEE

A new multi-disciplinary team has been formed to provide a more welcoming experience to our new residents. This team assists in making sure the room is ready and inviting, that staff know a little bit about the resident, and that families have information about Lakeview systems (where to get coffee, who to talk to about bills, etc) right away. This team has been working for about a month and all feedback we have received so far from staff and families has been positive. This new system is a part of the person directed care culture we strive for at Lakeview.

Stop in when you're in the area. We'd love to answer any questions or concerns you may have.

Sincerely,

*Wanda Plachecki, Administrator
Lakeview Health Center*

Aging Department

Please see attached *Caregiver Coach Program* brochure.

*Noreen Kuroski
Aging Director*

Veterans Service Office

- The U.S. Dept. of Veterans Affairs is in the process of selecting a site in the La Crosse/Onalaska area for a **new combined primary care and mental health clinic** that will total up to 15,000 square feet. Proposals have been submitted and sites have been evaluated in the area. The new VA clinic in La Crosse will be larger, offer more specialty services, and will combine the primary care veterans' medical clinic with the mental health clinic. Currently these two facilities are located separately in leased space in the Village Square area of La Crosse. Parking availability and public transportation have both been listed as priorities. The decision on which site will be chosen will be made by VA Central Office in Washington, DC with some input from staff at Tomah VA Medical Center. Veterans look forward to expanded services. The new facility should open in late winter/early spring of 2014.
- Also in the near future, new facilities will open on the Tomah VA Medical Center campus which will expand the residential **post traumatic stress disorder (PTSD)** and other residential treatment programs. Approval has also been given for **new independent living/assisted living facilities for disabled/elderly veterans** on the Tomah campus. These should be in operation in late 2014/early 2015.
- Veterans' disability claims take an average of 270 days to be processed. Some claims are completed in 90-120 days and many take 8-14 months. The VA is instituting a new "paperless" claims process in 2015 that is supposed to reduce claims processing times to the stated goal of 125 days; however, I'm not hopeful. Historically claims have always taken an average of about 180 days to be completed and I haven't seen any material change in over 20 years. The real problem right now is in the appeals process: if a veteran disagrees with the VA's rating decision and files an appeal, **an appeal to the Board of Veterans Appeals currently takes an average of 883 days to complete.**

Jim Gausmann, Veterans Service Officer

MONTHLY REPORT TO THE COUNTY BOARD

Health & Human Services March 2013

Health Department

Health Department Mission: Protect, Promote and Improve the Health of All People in the County

The following is a summary of the Health Department success in reaching the strategic plan Goals and Objectives for 2012. Of the 29 objectives approved by the Health and Human Services Board and the County Board when the budget for 2012 was approved, 23 have been accomplished while 6 have not. Details on each of the goals and objectives are available from Doug Mormann, Health Director, 785-9085.

La Crosse County Health Department - 2012 Goals & Objectives

Goal #1 - Provide high priority public health services.

<u>OBJECTIVES</u>	<u>OBJECTIVE MET</u>
By December 2012 data from 2010 county health status indicators will show a 1% overall improvement from 2008 levels.	No
By December 2012 State software operational to complete restaurant inspections and store data electronically.	Yes
By December 2012, initiate investigation of 100% of communicable disease cases reported in our jurisdiction.	Yes
By December 2012, review and apply for grants to improve the health of county citizens based on priorities in Healthiest County 2015: La Crosse.	Yes
By December 2012, review the Healthiest Wisconsin 2020 plan to compare La Crosse County progress in meeting the State objectives.	Yes
By December 2012, maintain an average home health nursing caseload of 31 unduplicated clients	Yes
By December 2012, assess each home care client on flu vaccine status and provide vaccine to all who request.	Yes
By December 2012, the number of private water samples tested for nitrate will increase by 5% over the 2006-2010 baseline period	Yes
By December 2012, less than 5% of infants born to pregnant women participating in the La Crosse WIC Program weigh less than 5.5 pounds.	No
By December 2012, 70% of pregnant women participating in the La Crosse WIC Program breastfeed their new infant at birth	No
By December 2012, 50% of WIC families utilize their Farmers Market Nutrition Program checks	Yes
By December 2012, screen 400 children for lead poisoning.	No
By December 2012, five school districts in the County will participate in the La Crosse County farm to school program.	Yes
By December 2012, 200 low-income pregnant women enrolled in BadgerCare will	Yes

<u>OBJECTIVES</u>	<u>OBJECTIVE MET</u>
participate in the Nutrition division's prenatal care coordination program.	
By December 2012, thirteen schools in the County will participate in the County's Safe Routes to School Program.	Yes
By December 2012, the Immunization Program will: (1.) Provide at least one immunization clinic where the administration fee is waived. (2.) Promote the Every Child by Two campaigns during National Immunization Awareness Month (August).	Yes
By December 2012, the Lead Case Management Program will show that: (1.) 100% of referrals received for children whose capillary blood lead level was ≥ 10 mcg/dL have been contacted to promote a venous blood lead test for confirmation of lead poisoning. (2.) 100% of referrals who had a venous blood lead level of ≥ 10 mcg/dL are enrolled into the Lead Case Management Program.	Yes
By December 2012, a regional program for control of human disease transmitted by animals or insects with fewer reported cases of human disease than in the 2006 – 2010 baseline period.	Yes

Goal #2 - Achieve and maintain designation as the highest level public health agency. By December 2012

<u>OBJECTIVES</u>	<u>OBJECTIVE MET</u>
By December 2012, compile documentation for all 12 Domains to meet national accreditation standards.	No
By December 2012, assure that all staff maintains appropriate certification and training.	Yes
By December 2012, the Health Dept. will successfully complete regular state and federal audits of each of about 35 public health programs.	Yes

Goal #3 - Promote and utilize partnerships to develop public health services.

<u>OBJECTIVES</u>	<u>OBJECTIVE MET</u>
By December 2012, Dental services to MA covered clients will increase from 5,000 people served per year to 5,500 out of the estimate 14,000 eligible persons.	No
By December 2012, Health Department public/private health partnerships described in Healthiest County 2015: La Crosse have improved upon one or more significant system or health priorities listed in the plan.	Yes
By December 2012, provide 12 student intern opportunities	Yes
By December 31, 2012, work with local home care agencies and referral sources to provide the home care needed for La Crosse County residents.	Yes
By December 2012, relationships in place with public and private chemistry laboratories to increase the number of water samples submitted for chemical analyses by 5% over the 2006-2010 baseline.	Yes
By December 2012, partner with Gundersen Lutheran's 500 Club to increase by 25% the number of restaurants currently participating in the program.	Yes
By December 2012, partner with Viterbo and UW-La Crosse to expand the Footsteps to Health Program at 6 grocery stores in La Crosse County.	No
By December 2012, partner with Gundersen Lutheran and Mayo Health System on a bi-weekly basis to review and compare vaccination records from the Wisconsin Immunization Registry and Electronic Medical Records of children ≤ 2 years who are behind on the recommended immunization schedule to ensure accuracy of records.	Yes

Human Services Department

ADMINISTRATION & MENTAL HEALTH RECOVERY SERVICES

Lakeview Strategic Planning

Our Department continues to provide input to Lakeview and their WIPFLI consultants on needs of our La Crosse County consumers who now and in the future will use the services offered by Lakeview. Our needs and thoughts are being incorporated into the plans that will be soon presented to the County Board.

MENTAL HEALTH RECOVERY SERVICES

Western Region Integrated Care (WRIC) Pilot Project Update

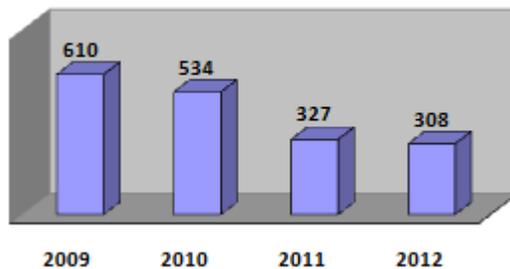
Background: The State of Wisconsin has been working with stakeholders since 2009 to identify a future design for mental health and substance abuse services. In 2012 the state released a Request for Proposal (RFP) for a group of counties to work with them over three years to develop a shared services approach to the delivery of a core set of mental health and substance abuse services. In late 2012 a La Crosse, Jackson, and Monroe County vision was selected as one of two pilot projects to be funded.

Update: Significant exploration of the current system will occur in early 2013. Understanding of current strengths and challenges within partner counties will guide activity to design a shared services approach to the delivery of core benefits across partner counties by the end of 2015.

Chapter 51 Emergency Mental Health Detentions Decreased in 2012

La Crosse County has devoted significant time and energy into decreasing the extent of Chapter 51 mental health detentions in our community. The graph below demonstrates that overall numbers decreased again in 2012.

Ch. 51



Wisconsin Nicotine Treatment Integration Project (WiNTiP)

Smoking cessation efforts with MHRS consumers will be enhanced in 2013 through two separate grant awards. Both of the following projects each received an award of \$4,000 for smoking cessation activity with mental health consumers:

- Health Department/MHRS Outpatient Mental Health & Substance Abuse Clinic collaboration
- Community Support Program (Family & Children's Center)

Projects will stay in close communication to share successes and ideas.

Governor Walker Mental Health Funding Announcement

Governor Scott Walker announced a near \$30 million investment in state taxpayer funds for mental health programs to enhance and expand services provided by state and local governments to individuals living with mental illness. The initiatives being funded in the budget will build on proven, evidence-based strategies, expand successful programs, and address the most urgent needs identified by patients and families receiving care, providers, and advocates throughout the state. Press releases attached. We are hopeful that as

details on this become known it will translate to strengthening our ability to meet the needs of the community.

AGING & DISABILITY RESOURCE CENTER

Computer Lab for Benefit Access

Our La Crosse ADRC is establishing a computer lab on a pilot basis for referrals that need access to benefits such as Medicare, Social Security, Medicaid, etc. This lab and access to selected sites for benefit access will be in Room 1000 of the Health & Human Services Building and be staffed by the ADRC's Disability Benefit Specialists. Limited hours will be available as this congregate setting is being tested.

CHEMICAL HEALTH & JUSTICE SANCTIONS

Grant Application

CHJS collaborated with Western Technical College (WTC) and Transition from Jail to Community partners to apply for a federal grant supporting jail transition services. WTC is the lead applicant with supportive information being supplied by the partners.

OWI Treatment Court Evaluation

Dr. Andrew Myer is leading the process and outcome evaluation of the OWI Treatment Court. The process evaluation began during the week of December 16-20 with interviews of persons and agencies involved in the OWI Treatment Court. The process evaluation will describe what steps can be taken by the team and community partners to enhance the services of the OWI Treatment Court. The outcome evaluation will begin in January 2013.

Treatment Court Presentation

An overview of the treatment court philosophy and history was presented to Mental Health Recovery Services and other community members to enhance the understanding of the treatment courts and the teamwork involved in the successful implementation.

FAMILY & CHILDREN'S

Children with Special Needs

Wade Welper accepted the position as the new Children with Special Needs (CSN) Supervisor. Wade began his employment with La Crosse County on 2/4/13. The management of the CSN unit and staff will be transitioning to the Mental Health Recovery Services Section as of 2/4/13 as well. Wade brings a strong administrative and service background related to children with disabilities from managerial roles at Chileda and several other non profits. Through the selection process it was evident that his strengths include important leadership skills such as having the capacity to develop program expertise, taking initiative, collaboration, and people skills.

ECONOMIC SUPPORT

Community Access Points

Plans are being worked on to implement community access points to assist customers to apply for Food Share and other public assistance benefits online via the Access system. Economic Support supervisors have provided initial training for volunteers from the Salvation Army on how to assist customers to submit applications through Access. Meetings with other community agencies are also taking place. By increasing the capacity for community partners to assist customers to utilize Access, processing applications through the WREA Consortium will be streamlined.

Jason Witt

Human Services Director

MONTHLY REPORT TO THE COUNTY BOARD

Internal Departments March 2013

County Clerk's Office

Elections

- **February 19th Primary:** Turnout for the Spring Primary was lower than expected, even for a primary with only 11.38% of registered voters going to the polls. There was a statewide primary for the Justice of the Supreme Court. In addition to that, the City of La Crosse had a primary for the Mayor, City Council District 2, 3 and 10, the Bangor School District had a referendum on the ballot, and the Melrose Mindoro School District had a primary for school board members from Area 1. The top two candidates with the most votes will move on to the April election.
- **April Spring Election:** We have already compiled the contests and candidates from the State, all the Municipalities and School Districts and created our ballot proofs for the April election. There are 59 ballot styles for the April election. Absentee ballots are required to be delivered to the Municipal Clerks no later than March 11, 2013 for mailing of absentee ballots on March 12, 2013. In-person absentee voting will begin on March 18, 2013. We will do everything possible to try and meet these deadlines. Our printer has already been notified of ballot size and layout and will do everything to help us meet the deadline for absentee voting.

Dog Licenses

- We will be mailing about 7900 Courtesy Reminder notices to La Crosse County dog owners (outside of the City of La Crosse) who have not licensed their dogs yet. This notice reminds dog owners that their 2012 dog tags expired Dec. 31st and they should purchase the 2013 tags now. It also warns them that if they purchase the tags after April 1st, there is an additional \$25 late fee, and that the fine for failure to license dogs by mid-year, when we process citations, is \$200.50. We again will be using the orange post card instead of a letter for our Reminder Notices to help save on costs for postage, paper, and envelopes.

Respectfully Submitted,
Ginny Dankmeyer, County Clerk

Treasurer's office

The Local Treasurer's within the county have finished their collections for the 2012 taxes and our office has settled with all of them. We are now collecting the 2012 postponed and/or delinquent taxes. If the tax is postponed the second half of the tax is due by July 31st. If the taxes are delinquent there is interest and penalty accumulating at 1.5% per month. Listed below are the taxes collected thru 2012 and January of 2013.

DELINQUENT MONTH/YEAR	TAX	INTEREST	SPECIAL	SPEC INT	TOTAL
Jan-12	202,502.46	53,438.47	19,503.96	4,645.13	280,090.02
Feb-12	179,388.09	49,187.77	12,140.39	2,107.99	242,824.24
Mar-12	164,424.90	52,435.58	7,562.37	1,422.64	225,845.49
Apr-12	117,812.57	38,636.88	9,105.56	2,200.25	167,755.26
May-12	192,219.03	94,051.05	13,958.32	3,100.59	303,328.99
Jun-12	117,689.18	40,896.07	3,038.42	627.28	162,250.95
Jul-12	93,990.30	23,664.35	2,127.18	418.91	120,200.74
Aug-12	90,083.34	35,738.33	3,819.31	974.28	130,615.26
Sep-12	618,385.32	139,482.12	20,890.80	3,939.32	782,697.56
Oct-12	417,544.91	88,166.79	18,956.38	2,909.84	527,577.92
Nov-12	440,410.56	97,380.78	12,338.33	1,933.96	552,063.63
Dec-12	592,759.52	125,732.18	25,263.80	3,854.27	747,609.77
TOTAL	3,227,210.18	838810.37	148704.82	28,134.46	4,242,859.83
Jan-13	114,132.91	38,740.31	5,722.39	1,055.60	159,651.21

CURRENT YEAR MONTH/YEAR	TAX	SPECIAL	SPEC INT	INTEREST	TOTAL
Feb-12	366,910.30			4,153.66	371,063.96
Mar-12	469,719.28			9,428.90	479,148.18
Apr-12	249,775.22			4,580.66	254,355.88
May-12	258,657.23			5,982.75	264,639.98
Jun-12	1,088,405.83			3,289.96	1,091,695.79
Jul-12	14,012,951.59	35,396.06	993.03	8,852.24	14,058,192.92
Aug-12	3,112,358.42	1,394.64	95.67	20,377.71	3,134,226.44
TOTAL	19,558,777.87	36790.70	1088.70	56,665.88	19,653,323.15

For those of you who do not know me my name is Shawn Handland and I am the newly elected County Treasurer. I previously worked in the Finance Department for Gary Ingvalson. I like to take this opportunity to recognize the staff here in the Treasurer's office. They have been very helpful with my transition and are truly an asset to this department as well as for the county as a whole. If there is anything that you need or have any questions for our office please feel free to stop by or give me a call.

Shawn Handland
County Treasurer

WHO IS A CAREGIVER?



Family members, partners, and close friends—often known as “family caregivers”—are the most important source of support to older people and adults with chronic or disabling conditions. They provide the majority of care for loved ones who need help with activities of daily living, such as bathing and dressing, and instrumental activities of daily living, which may include going to medical appointments, taking medications, and paying bills. Family caregivers also increasingly carry out nursing tasks in the home.



QUESTIONS?

For more information about the Caregiver Coach Program contact Program Coordinator,
Amy Brezinka
(608) 785-9710
or
abrezinka@lacrossecounty.org



THE MISSION STATEMENT:

The County Aging Unit will provide information and services that promote independence and support the dignity of seniors by allowing choices for living in and giving to their community.

LA CROSSE COUNTY AGING UNIT

400 4th Street North
La Crosse, WI 54601
608-785-9710

CAREGIVER COACH PROGRAM



FOCUSING ON THE NEEDS OF THE CAREGIVER

WHAT IS THE CAREGIVER COACH PROGRAM?

The **Caregiver Coach Program** is designed to connect caregivers in the community with resources for making their caregiving journey easier.

Through this program, caregivers will learn ways to:

- Reduce isolation
- Reduce stress and burn-out
- Develop a care plan
- Maintain balance in their life
- Connect with people who care
- Plan ahead



YOU DON'T HAVE TO DO IT ALONE!



When your loved one is diagnosed with dementia or Alzheimer's Disease, a new chapter opens in your life as you begin your role as a CAREGIVER. You may ask yourself:

- What are my roles and responsibilities as a Caregiver?
- Is there help for me in the community?
- How do I deal with stress and burn-out?
- Where can I find support and assistance?
- How can I maintain balance in my life?

The Caregiver Coach will meet with the caregiver to help determine what resources are needed. Together, they will create a Care Plan designed to relieve stress by providing support and connecting the caregiver to the appropriate services.

"It wasn't until I sat with a group where we shared some of the challenges of caregiving that I said, 'Oh, I'm not alone.'"

Sandra Roberts

HOW WILL THIS PROGRAM HELP CAREGIVERS?



The **Caregiver Coach Program** focuses on the needs of the caregiver. The Caregiver Coach will make home visits to:

- Connect caregivers to community services and resources
- Reduce caregiver stress
- Provide education and information
- Establish a Plan of Care
- Mentor the caregiver
- Implement "Share the Care" Program as appropriate
- Provide support and encouragement to caregivers
- Maintain contact with the caregiver to answer any questions and offer support as needed