



*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 4, 2014

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”

Fundraising Opportunity for La Crosse County Aging Unit Home Delivered Meals & Dining Sites

Enjoy eating at TGI Fridays or maybe you haven't been there and would like to try it? Thursday, March 27 – All Day – you can satisfy your hunger and cravings while helping out the La Crosse County Aging Unit. Just present the flier at the end of this report to your server and 25% of the amount of your check will be donated to help provide meals to seniors. It's easy, fun, tastes good and it can help seniors at the same time! Please share the flier with as many people as you can. Thanks for your help.

*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 steve.omalley@co.la-crosse.wi.us*

MONTHLY REPORT TO THE COUNTY BOARD

Aging & Long Term Care March 2014

Veterans Service Office

There are currently 8,893 veterans residing in La Crosse County of which 4,605 veterans are between the working ages of 17 – 65. On average La Crosse County Veterans Service Office brings in \$2,586 per Veteran (approximate total of \$22.9 million) in federal compensation or pension benefits. During calendar year 2013, the Veterans Service Office saw just over 2900 veterans for various concerns, unfortunately 280 were for veterans passing away.

The office has seen an upswing in veterans due to recent changes in State and Federal benefits. In the last several months we have seen an average of 50 more veterans / month than the previous three months. This has led to over 300 claims currently on file pending adjudication from the VA, one of our highest numbers ever.

With an increase in veterans we have been working with IT to better our veteran database. We have completed our first phase and will be looking at going through a second phase soon in a continued effort to better assist La Crosse County veterans.

Sincerely,

Adam Flood
La Crosse County Veterans Service Officer

Lakeview Health Center

CBRF on GARLAND ST.

This facility has a name! Staff & residents submitted several names for committee consideration. From the names presented, the committee selected **Monarch Manor**. This will be very helpful as we develop marketing tools and information to share with Counties and M.C.O.'s.

An updated "look ahead" construction timeline has been reviewed for Monarch Manor with occupancy expected in late May. The weather has put construction a little behind but they hope to make up some time as the weather warms up.

FDD CLOSURE & RELOCATION PLANNING UPDATE

The transition for each of the Applewood – FDD residents continues. Three of these residents are confirmed for placement at Monarch Manor. Each has enrolled in a Managed Care Organization (M.C.O.). These care management teams continue to

explore residential options to determine what will be the best placement. The Applewood Coordinator will coordinate and assist with these transitions.

LAKEVIEW CAMPUS PLANNING

A meeting with several of the Mississippi Valley Health Services (MVHS) commission member counties and their respective County Home administrators was held to discuss needs of these Counties and to explore ways in which other County facilities may build or develop services to complement what Lakeview provides. Lakeview staff also continues to meet with the LaCrosse County Human Service staff to discuss LaCrosse County resident needs. This information provides a greater level of detail related to appropriate services for our existing nursing home residents and to identify potential options. The full M.V.H.S. board of directors will meet later this month to review and discuss this information.

If you have any questions about these or other issues, stop in or give me a call.

Thank you.

Sincerely,
Wanda Plachecki, Administrator
wplachecki@lacrossecounty.org
608-786-1400
Lakeview Health Center

Aging Department

Please see attached flyers.

Respectfully Submitted,
Noreen Holmes, Director

MONTHLY REPORT TO THE COUNTY BOARD

Health & Human Services March 2014

Human Services Department

ADMINISTRATION

Vendor Service Authorizations

Enhancements were made and implemented in our service authorization process for goods and services our Human Services Department purchases. All vendors are incorporated into a process whereby monthly prior to the start of services, vendors receive specifics about who is to be served, units to be provided, rate to be paid, and funding source. This will add to our ability to better manage costs and services with our vendor community.

ECONOMIC SUPPORT

Mandatory Food Share Employment and Training (FSET) Services

This year (2014) will be the final year that participation in the FSET program is voluntary for Food Share recipients. In mid-2014, the Department of Health Services will issue a Request for Proposal (RFP) for mandatory FSET services. All Food Share recipients that aren't working at least 30 hours per week at minimum wage, or exempt from work requirements, will be required to enroll in the FSET program in 2015. FSET provides job search assistance, assistance with applying and interviewing for employment positions and assistance to retain employment. Once enrolled in FSET, if individuals don't participate in assigned activities they are sanctioned and become ineligible to receive Food Share benefits.

Wisconsin Home Energy Assistance Program (WHEAP)

With Economic Support administering the Wisconsin Home Energy Assistance Program (WHEAP) in La Crosse County, the agency has been contacted by numerous county residents affected by the nationwide propane shortage. Similar to experiences throughout the Midwest, residents report delivery delays, reduced delivery amounts and a dramatic increase in the cost of propane. Households with income at or below 60% of the state median income may be eligible for the WHEAP program. In response to the propane shortage, the governor ordered the Department of Energy Services (DES) to make an additional \$7 million available to counties that administer the WHEAP program. DES is also allowing agencies to temporarily eliminate the crisis maximum that households using propane can receive in one year. This has allowed La Crosse County to provide additional assistance to WHEAP eligible households that use propane.

BadgerCare Plus

BadgerCare Plus applications from the Federally Facilitated Marketplace will begin to be sent electronically to Consortia the week of February 4th. The Department of Health Services (DHS) has been sending reports to Consortia over the last couple of weeks on the number of applications that will be received from the Marketplace. DHS has also been reviewing applications from the Marketplace and conducting tests to determine information that may not be

sent electronically from the Marketplace or interface properly with the State's online Cares Worker Web (CWW) system. DHS has identified a number of workarounds that will need to be followed by Consortium staff when processing the BadgerCare Plus applications.

JUSTICE SUPPORT SERVICES

Evidence-Based Decision Making (EBDM) Summit

The National Institute of Corrections, along with other partnering agencies, sponsored an EBDM summit in Madison. In attendance were: County Board Chair Tara Johnson, Judge Scott Horne, Judge Elliott Levine, District Attorney Tim Gruenke, Public Defender Vincent Rust, and Jane Klekamp. Member of the State Criminal Justice Coordinating Council (CJCC) and local advocate for persons with mental health issues, Patti Jo Severson, was also in attendance as a member of the State CJCC.

FAMILY & CHILDREN'S SECTION

Department of Justice (DOJ) Funding

DOJ has once again given La Crosse County \$16,000 to utilize in 2014 toward System Reform Efforts. The Family & Children's Section has submitted a non-competitive grant request to once again fund consultant, Dr. Andrew J. Myer from Viterbo, to assist with the efforts that have begun in 2013 and expand into 2014.

Department of Health Services (DHS)

DHS has contacted Family and Children's management due to our successful implementation of the trauma informed care pilot through the Department of Children and Families (DCF) to ask for our assistance in increasing community awareness regarding infant mental health. DHS is proposing holding an event in La Crosse on May 22, 2014. Further, DHS would like to partner with Family & Children's Section and our community partners to fully pilot a clinical evidenced based model called Child Parent Psychotherapy (CPP). The CPP model addresses early trauma exposure related to domestic violence and the impacts on child/parent attachment.

Department of Children and Families (DCF)

We successfully submitted and received approval for the FIRST enrolled family in the entire state for the Post-Reunification Support Program. We requested the assistance for a family with 7 children currently in out-of-home care. It is projected that 6 of those children will be reunified with their parent in the next 30 – 45 days.

Jason Witt

Human Services Director

Health Department

Health Department

2014-2017 Strategic Plan

The Health and Human Services Board adopted a new Strategic Plan as follows:

Mission: Protect, Promote and Improve the Health of all People to Enhance the Quality of Life

Goal #1 – Prioritize the work we do

- Objectives
- 1.1 Use evidence based interventions
 - 1.2 Continually seek input from internal and external stakeholders
 - 1.3 Implement department wide performance management system
 - 1.4 Be responsive to emerging issues

Goal #2 – Ensure a competent, trusted committed and motivated workforce

- Objectives
- 2.1 Implement the department wide workforce development plan
 - 2.2 Become an employer of choice for public health professionals in the area
 - 2.3 Be viewed as a primary source of public health information in the community

Goal #3 – Balance fiscal responsibility with innovative funding

- Objectives
- 3.1 Be accountable, effective and efficient with resources
 - 3.2 Assure sustainable programs
 - 3.3 Assure innovative programs
 - 3.4 Identify the most efficient and effective way to deliver services

Goal #4 – Participate in, lead and build effective community partnerships

- Objectives
- 4.1 Evaluate engagement in current partnerships
 - 4.2 Sustain and build relationships with policy makers and elected officials

2013 Year-end Report

All of the information needed to complete the Health Department 2013 Year-end Report is not yet available; however, the preliminary information indicates that about 90% of the Department's objectives identified in its 2013 work plan will be accomplished. Preliminary information on the budget indicates that it will be within 1% of the budgeted tax levy.

Recent month activities:

- Emergency warming shelters were established at two separate locations for a total of about 19 nights with a range of 7-24 persons per night.
- Paula Silha has filled the vacant position of Health Education Manager. Paula brings significant experience, training and success in helping the La Crosse County Health Department to reduce disease related to tobacco, prevent injury to infants and children through the Car Seat Safety Program and other wellness activities over the last 24 years.
- Audits by the State of Wisconsin of the Onsite Waste Treatment Program, restaurant and food inspection programs were completed successfully.
- Seventy-five checks to verify vendors are not selling tobacco to youth were completed with almost all vendors passing the evaluation.
- The Home Health Nursing Program began the process of phasing out by discharging or transferring 2 of the 45 current patients to other home care agencies in January.
- Over 600 children were tested for lead in 2013 with the result showing there continues to be a decline in the number of children who test positive. Children over the designated safety level received follow up investigations.

- The annual Biggest Health Challenge is underway to encourage us all to reduce excess weight and encourage exercise.
- La Crosse County exceeded the Wisconsin percentage of two year-old immunization benchmarks. La Crosse County was the highest scoring county in Western Wisconsin.
- The Holiday Walk to School Day involved five elementary schools and was part of the La Crosse Community Foundation and Bicycle Pedestrian Education Campaign.
- The Healthy Living Collaboration identified and held a Hero Recognition Award activity.

Submitted by Doug Mormann, Director

MONTHLY REPORT TO THE COUNTY BOARD

Internal Departments March 2014

Personnel Department

What does a County Employee look like?

The Demographics of La Crosse County staff can tell a lot about our organization.

PEOPLE: As of December 2013 there were 1340 employees working for the County.

- 839 of those were full time employees
- 285 of those were part time employees
- 216 of those were irregular part time employees (on call, seasonal, less than half time and temporary)

Approximately 70% (936) of County employees are Female and 30% (404) are Males.

The Average Age of the Workforce in the county is approximately 40.8 years. The Average Age of County Employees is 45 years. Average Age of Managers is 51years.

Years of Service average of All employees = 10.2 years

Years of Service average of management employees = 16.85 years

In 2013, about 63% of employees (845) formerly belonged to one of 8 Collective Bargaining units represented by either AFSCME, (American Federation of State, County and Municipal Employees), WPPA (Wisconsin Professional Police Association), or SEIU (Service Employees International Union. In 2014, only the WPPA Deputies, 27 people, have full collective bargaining rights due to the passage of Acts 10 & 32 in Wisconsin.

WAGE:

The Avg Wage (Salary / FTE) of all Employees of La Crosse County is approximately

\$35,492 in 2013 (est)

State DWD reports avg. wage for All Occupations in La Crosse

in 2010 as \$36,376. (trended up 2.7% per year based on last trend) \$39,403 in 2013 (est.)

State DWD reports avg. wage for Education & Health in La Crosse

in 2010 as \$43,972. (trended up 3.3% per year based on last trend)

(employs greatest number of people in region)

\$48,471 in 2013 (est.)

BENEFITS:

Based on average wage, the cost of fringe benefits including Health, Dental, Life and Retirement for a full time County Employee with family insurances in 2013 was \$25,186 or 71% compared to average wage. (benefit data not available for County residents)

Approximately 962 employees or 70% participate in County Health Insurance. La Crosse County has had NO increase in Health or Dental insurance rates for an unprecedented 4 years ! (2014, 2013, 2012, 2011)

TURNOVER:

Approximately 200 people each year leave County employment through retirement, quit, termination, disability or death. However, in 2013, there were requests to hire 297 positions for external recruitment. This is rather high turnover (22%) due, in part to our two Nursing Homes, whose staff tend to be less settled in careers and are more mobile. Few counties in the state continue to operate a nursing home. La Crosse County has 2 nursing facilities – one for Geriatric and one for Psychiatric care.

The County Personnel Department is the central administration point for employee recruitment, orientation, training, wage and benefit setup, benefit administration, collective bargaining negotiation, contract and policy administration, grievance handling, retirement information and benefits, terminations and employee personnel records.

Robert B. Taunt
County Personnel Director

County Clerk's Office

Elections

- **February 18th Primary:** Voters in the Town of Holland and Onalaska School District which consisted of the Town of Hamilton Wards 4-5, Town of Medary Ward 1, Town of Onalaska Wards 2-5 and 8, City of La Crosse Ward 3 and the City of Onalaska Wards 1-12 headed to the polls for the February Primary. With 13,214 registered voters, turnout was 19% which is very good for a Spring Primary.
- **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 65 ballot styles for the April election. Absentee ballots are required to be delivered to the Municipal Clerks no later than March 10, 2014 for mailing of absentee ballots on March 11, 2014. In-person absentee voting will begin on March 17, 2014. 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.

County Board

- The April election will bring some new faces to the County Board. Five supervisors are not seeking re-election and 10 districts have contested races. Nineteen districts have supervisors running unopposed. An orientation and training is being planned for the new supervisors in April.

Dog Licenses

- We will be mailing about 7800 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 2013 dog tags expired December 31st and they should purchase the 2014 tag 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 will again use a bright orange colored postcard this year to help save on cost for postage, paper, and envelopes.

Respectfully Submitted,
Ginny Dankmeyer, County Clerk

Finance Department

The Finance Department is currently working with all of the departments in closing out the books for 2013. In January we sent out over 1,600 W-2's and 210 1099's. We started a new process last year where we meet with all of the departments to review their year-end information to make sure that everything has been recorded properly. In February we met with all of the smaller departments, and the larger departments are scheduled to meet with us in March. The process of preparing for the audit in May, along with writing of the Comprehensive Annual Financial Report (CAFR), and the Single audit will take us into June. We just received notice today that we have received the "Certificate of Achievement for Excellence in Financial Reporting" for our 2012 CAFR – this is the eighth consecutive year that we have attained this award.

We will be seeing more changes in our department as Kathy Knobloch has decided to retire with her last day of work being April 10th. We wish her the best in her future endeavors and will be looking to fill her position soon.

Since the 1st of the year Purchasing has been involved in three (3) major projects. First, is the finalization of the Courtroom Presentation Request for Proposal. This project involves the selection of a vendor to provide, implement, and commission presentation equipment for the five courtrooms within the Law Enforcement Center. Phase two (2) of this project is scheduled for 2015 with the implementation of video equipment within each courtroom. The second project was the collaboration with the Local Elected Officials (LEO), LEO is the board that oversees the Workforce Development Organization, to created a Request for Proposal (RFP) document and facilitate the process to select a fiscal agent. This is part of a resource assistance effort whereby La Crosse County provides other local government organizations with guidance and expertise in the procurement arena. The third project is the gathering of information and creation of the first draft of an RFQ (Request for Qualifications) regarding Lot C.

Purchasing is also currently working with Highway, District Attorney, Health and Solid Waste on several office remodels and the procurement of furniture and fixtures for the new 8-Bed CBRF. Jim Becker continues to work with vendors negotiating contracts to keep our prices down – saving over \$25,000 countywide in the first part of this year.

Respectfully submitted,

Sharon R Davidson, CPA

Treasurer's office

The Local Treasurer's within the county have finished their collections for the 2013 taxes and our office has settled with all of the local municipalities except for the City of La Crosse which does not happen until July. We are now collecting the 2013 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. Tax collections for current year in 2013 were up \$151,783 which is 1% higher than 2012. But on the flipside for Delinquent accounts tax collections were down 13% due to 2012 was an exceptional year for delinquency collections which was up over prior years of nearly \$400,000. So far in January 2014 we started out nearly double the amount of collections we had in the previous year possibly due to the economic turnaround and we are getting caught up on foreclosure deadlines. We are already in the process of the 2009 foreclosures and we will be working on the 2010 foreclosures this summer. If there is anything that anyone needs or has any further questions please feel free to contact me at anytime.

Respectively submitted,

Shawn Handland

La Crosse County Treasurer

Caring Workshops for Family Caregivers

The Essential to Providing Good Care is Providing Safe Care

Family Caregivers will learn:

- How to safely move, lift, and transfer loved ones
- How to use assistive devices to make personal cares and transfers safer
- Preventative Care at home

Date: Saturday, April 26, 2014

Time: 10:00 A.M. to 12:00 P.M.

Location: Onalaska Public Library (741 Oak Ave S. Onalaska)

Presented by: Occupational and Physical Therapists from MJ Care & Brightstarcare Inc.— Louise Albrecht, RN

How to Have Those Hard Conversations

Topics of the day:

- Medical Ethics (How to do the right thing with the best possible outcome)
- How to have those hard conversations with loved ones, and who can help
- What is Palliative Care and Hospice? When is it appropriate?

Date: Tuesday, August 12, 2014

Time: 6:00 to 7:30 P.M.

Location: Black River Beach Neighborhood Community Center (1433 Rose St, La Crosse)

Presented by: Gundersen Health System Staff
Tom Harter—Medical Ethicist
Carrie Lapham—Nurse Practitioner



**If you are interested, please call
La Crosse County Aging Unit
at 608-785-9710**

**If you need someone to be with your
loved one so you can attend the
sessions, please call us to make
arrangements.**

Workshops are free.



**IN HERE,
WE'RE ALWAYS READY
TO LEND A HAND**

FUNDRAISING AT FRIDAYS

**Present this flyer to your server at
TGI Fridays Onalaska and we'll donate
25% of your check to**

**La Crosse County Aging Unit
Home Delivered Meals & Dining Sites**

March 27, 2014 – All Day



**DATE: March 27, 2014 TIME: All Day
LOCATION: 9430 Highway 16 • Onalaska, WI 54650**



LIKE US. FOLLOW US. JOIN US.