



# North Central Health Care

Person centered. Outcome focused.



Partnering **Together.**

*Annual Report* **2018**

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## Dear Community,

On behalf of our Board of Directors and the entire North Central Health Care organization, it is our honor to present the 2018 Annual Report and to celebrate our collective achievements with the community we serve.

Defining moments – 2018 was full of them. As we laid out our new platform for success in 2018, we embarked head first into working towards our 5 to 50 Vision. A new chapter in our history was actively being written day-by-day throughout the year. We took on many initiatives as we started to work to operationalize all the necessary elements to achieve organizational viability, to get NCHC to our 50th Anniversary in March of 2022, and to set ourselves up for the next 50 years.

Over the course of 2018, the 24 programs we operate which are represented on page 11 of this report, served over 16,000 people last year. There are many people we serve who use one or more programs but to have the resources to have this kind of impact as a community services program is amazing. We served nearly 2,000 more people in 2018 than we did in 2017. It is the voices of these individuals that we hold close to our hearts, who drive our ambition, and demand our very best work. Yet, we know we are only scratching the surface of the unmet needs that remain in the community. The ceiling for this organization's potential remains well above us.

Program growth and meeting our expectations and priorities were by and large clear achievements in 2018. We expanded targeted case management efforts with the new Linkage and Follow-up programs. Expanded the Medically Monitored Treatment program from 6 to 15 beds. Expanded the Crisis Community Based Rehabilitation Facility (CBRF) from 6 to 12 beds. Lastly, we dedicated two of our Crisis Professionals to the creation of the Crisis Assessment Response Team (C.A.R.T.) initiative in partnership with the Marathon County's Sheriff's Office and Wausau Police Department. One of these efforts alone would constitute a good effort in a year's time.

A major milestone in 2018 was obtaining the approval of the Marathon County Board to bond for our \$73M campus renovation in June. Considering where we stood in 2016 in our partnership to where we are now and to suggest we've come a long way is a massive understatement. With this approval, we hired architects and engineers to develop the final designs and begin the renovation project in 2019. To achieve the ability to have the faith placed in our organization took countless hours of visioning and planning. Our campus renovations are the cornerstone of our 5 to 50 Vision.

As we look to quality efforts, 2018 had a pinnacle achievement of obtaining our first Joint Commission Re-Accreditation. To be Joint Commission Accredited is a choice, a choice to pursue high quality care above and beyond what we are legally required to do. Continual readiness for all of our survey demands is embodied in our spirit of being Survey Tested, Survey Ready. In addition to this achievement, we continue to focus on real-time outcome monitoring and expanding our quality analytics. Through these efforts we seek to drive high quality care by improving patient experience, the overall health of our population, and to do so in a way that expands financial resources to serve even more individuals.

### 2018 Executive Leadership Team

**Michael Loy**  
Chief Executive Officer

**Brenda Glodowski**  
Chief Financial Officer

**Kim Gochanour**  
Nursing Home Operations

**Laura Scudiere**  
Human Services Operations

**Sue Matis**  
Human Resources

**Sheila Zblewski**  
Information Technology

North Central Community Services Program is a governmental organization established by the counties of Langlade, Lincoln and Marathon, and governed by a Board of Directors under WI State Statutes 51.42 and 51.437.

### 2018 Board of Directors

**Norbert Ashbeck**

**Randy Balk**

**Dr. Steve Benson**

**Ben Bliven**

**John Breske**

**Jean Burgener**  
(through March 2018)

**Meghan Mattek**

**William Metter**

**Bill Miller**  
(through March 2018)

**Dr. Corrie Norrbom**

**Greta Rusch**  
(through March 2018)

**Rick Seefeldt**

**Robin Stowe**  
(through March 2018)

**Romey Wagner**

**Robert Weaver**

**Theresa Wetzsteon**

**Jeff Zriny**





# North Central Health Care

Person centered. Outcome focused.

Our partnership with the Medical College of Wisconsin continues to unfold. This is key strategy for our organization and our community in having needed psychiatry resources available. In 2018 we completed our inaugural Postgraduate Year 1 (PGY-1) residency experience and moved our first group of residents into their PGY-2 rotations. We learned a lot but we continue to build the airplane while it's flying and welcomed our 2nd class of residents in July. We are approaching half-way in building our psychiatry residency program up to 12 residents by July of 2020.

Finally, we are well on our way of achieving our financial goals of *Viability and Choice*. Overall revenue in 2018 grew by 8.2% with 10% growth coming in net patient revenue alone. Tax levy support continues to drop, going down nearly 1% in 2018, and we continue to build our cash on hand. In 2018, we exceeded our net income targets which allowed us to invest in our programs, patients and people in 2019.

As we look back at 2018, we can humbly say it was a good year. We look forward to the future as our *5 to 50 Vision* continues to unfold into actual bricks and mortar. In this report you will discover numerous examples of the impact we have and how important our work is. The amazing part is that these examples only scratch the surface of our total actual and potential impact. We proudly serve Langlade, Lincoln and Marathon Counties and hope you enjoy reviewing all we accomplished in this *2018 Annual Report*. It is a privilege for us to do our work on behalf of the community and we are proud of our efforts.



Michael Loy  
CEO  
North Central Health Care



Jeff Zriny,  
Executive Committee Chair  
North Central Community  
Services Program Board

## *Our Mission...*

*Langlade, Lincoln and Marathon Counties partnering together to provide compassionate and high quality care for individuals and families with mental health, recovery and skilled nursing needs.*



## *Our Vision...*

*Lives Enriched and Fulfilled.*

North Central Health Care's Person-Centered Service approach and core values are the foundation for all that we do, guiding each interaction we have with those we serve, our community partners, and each other.

## Our Core Values

### Dignity

We are dedicated to providing excellent service with acceptance and respect to every individual, every day.

### Integrity

We keep our promises and act in a way where doing the right things for the right reasons is standard.

### Accountability

We commit to positive outcomes and each other's success.

### Partnership

We are successful by building positive relationships in working towards a system of seamless care as a trusted community and county partner.

### Continuous Improvement

We embrace change through purpose-driven data, creativity and feedback in pursuit of the advancement of excellence.



## Our team is committed to Person-Centered Service.

Serving others through effective communication, listening to understand, and building meaningful relationships.

## Our Programs

North Central Health Care bases services on current community need, offering mental health, addiction, skilled nursing, developmental disability, aquatic therapy, and adult protective services for North Central Wisconsin. We serve Langlade, Lincoln and Marathon Counties with locations in Wausau, Merrill, Antigo and Tomahawk. Our team touches the lives of many in North Central Wisconsin – from infants with developmental disabilities, to families in counseling, to elderly living with dementia.

### Behavioral Health Programs

- Emergency and Crisis Services
- Crisis & Suicide Prevention Hotline
- Mobile Crisis
- Youth Crisis Stabilization
- Inpatient Psychiatric Hospital
- Ambulatory Detoxification
- Crisis CBRF
- Lakeside Recovery Medically-Monitored Treatment
- Community Corner Clubhouse
- Hope House

### Community Living Programs

- Adult Day Services
- Prevocational Services
- Residential – Supported Apartments
- Residential – Community Based Rehabilitation Facility

### Community Services Programs

- Outpatient Mental Health
- Outpatient Substance Abuse & Addiction
- Substance Abuse Day Treatment
- OWI Assessment
- Driving with Care Program
- Psychiatry
- Comprehensive Community Services
- Community Support Program
- Individual Placement & Support
- Coordinated Service Team
- Children's Long Term Support and
- Children's Community Options Program

### Mount View Care Center

- Post-Acute Care
- Long-Term Care
- Ventilator-Dependent Care
- Specialized Dementia Care

### Other Programs

- Birth to Three
- Adult Protective Services
- Aquatic Therapy
- Demand Transportation

# Measuring Our Impact

North Central Health Care is committed to providing quality, safe care that meets the current community need and is provided in a fiscally responsible manner. We measure progress and outcomes in every department and program in five domains: People, Service, Clinical, Community and Financial. Goals have been set in all five domains with each having an end statement that is the result of our efforts in that particular domain.

## People

Individuals served by North Central Health Care will have excellent outcomes as a result of a stable, highly qualified and competent staff who take pride in their work and the organization.

North Central Health Care will be an employer of choice with a strong caring culture, fostering a learning environment, providing careers with opportunities for growth and development, and ensuring a best practices focus through a commitment to continuous improvement.

*"I'm proud to work at NCHC because I get to contribute to something bigger and I can make a difference. It's an honor to work here. I'm trying to get my friend or family member a job at NCHC."*

## Service

We exceed our Consumer and referral source expectations and satisfaction as a result of our readiness, clarity of communication, and superb ability to follow through.

*"I'm so grateful for the care we received. NCHC has a friendly and welcoming culture. You provide the best experience possible. I feel listened to, part of the care decisions and I trust you."*

## Quality

North Central Health Care meets or exceeds established regulatory requirements and best practice guidelines. We are a leader in our ability to assess and develop a comprehensive treatment plan, deliver excellent services and measure outcomes in real-time.

*"I feel safe in NCHC's care. I would personally seek care here for my family or myself...my first choice."*

## Community

Our Community will be able to access our services through a highly responsive seamless integration of services. We have strong affiliations with both public and private partners, proactively collaborating, and developing a continuum of care both prior to and after delivering services, constantly aware of our collective impact on the health of the population we serve.

*"A great community partner. NCHC enhances the community and improves people's quality of life. NCHC employees are actively involved in our community and really value being a strong community partner."*

## Financial

We are a financially viable organization providing increasing value by driving efficiency, growth and diversification, being highly adaptable to changing conditions, and futuristic in our perspective.

*"We could never get a better value than what we receive from NCHC. It's affordable care."*

# Core Qualitative Strategies

At North Central Health Care, we have developed a set of core qualitative strategies which include:

- To take care of a population that others are unable or willing to take care of and do it better than anyone else.
- To solve problems on behalf of our referral sources through our mission.
- Be Physician-Led and Professionally-Managed.
- Seek people who are hungry, humble and smart and develop a culture around them where people do the right thing, work to the best of their ability and care about people.



# Human Services Operations

## Executive Insights



**Laura Scudiere**  
Human Services Operations

Human Services Operations had a year filled with expansions and implementation of new programs that enhance NCHC's existing services. There were number of new initiatives that took center stage, including:

- Crisis Assessment Response Teams (CART) in Marathon County
- Intensive Outpatient Program in Langlade County
- Day Treatment in Langlade County
- Linkage and Follow up for Langlade, Lincoln, and Marathon Counties
- Expansion of Lakeside Recovery Medically Monitored Treatment Program from 6 beds to 14 beds, available to Lincoln, Langlade, and Marathon Counties
- Expansion of the Crisis Community Based Residential Facility (CBRF) from 6 beds to 12 beds, available to Lincoln, Langlade, and Marathon Counties
- Second Year of the Medical College of Wisconsin Psychiatric Residency Program
- Implementation of Motivational Interviewing in Community Treatment
- School Counseling in the Antigo School District in Langlade County

All of these programs were started in 2018 to meet community demand and were successfully implemented within the fiscal year. The fact that NCHC can provide an extensive list of new programs in just one year's time is a testament to the hard work and commitment that NCHC staff have to serving our communities.

NCHC also continued its work with the Marathon County School Counseling Consortium. Along with a number of other local counseling agencies, NCHC provides counseling to assigned schools in the area. This consortium provides much needed mental health support on site within schools to children in our communities.

Two renovation projects were also completed in 2018. The Merrill Center underwent a renovation and redesign. Services offered in the Merrill Center include mental health and addiction treatment programs, psychiatry, crisis intervention and community treatment services. Additionally, the Inpatient Psychiatric Hospital also underwent a minor renovation that focused on patient care and staff areas. The renovation created more private meeting rooms on the unit for our doctors and our nursing staff.

Human Services Operations continues to work toward better data mining and outcomes reporting. 2018 brought a new software tool used in our Outpatient programs called Reaching Recovery. This tool helps clinicians with real-time data on a patient's well-being for use on their treatment plan.



Connecting with employees, Michael Loy, CEO presents at Employee Update sessions quarterly.



## Fully Re-Accredited in 2018 by The Joint Commission

The entire Human Services Operations service line was re-accredited by The Joint Commission in 2018, which is considered the gold standard for quality of care for health care programming. The Joint Commission survey and preparation process involved hundreds of staff members, hundreds of program improvements, and hundreds of hours of staff time and attention to detail. The survey provided the team with key items for improvement as well as recognition for our quality programming.

### From Our Dashboard

#### Access to Behavioral Health Services

NCHC measures the percentage of clients obtaining services within the best practice timeframes in NCHC programs.

Continuous Improvement Target: 90 - 95%  
**2018: 88.3%** 2017: 75%

#### Psychiatric Hospital Readmission Rate

NCHC measures the percent of patients who are readmitted within 30 days of discharge from the Inpatient Behavioral Health hospital for Mental Health primary diagnosis.

Benchmark\*: 15.5% or less  
Continuous Improvement Target: 8-10%  
**2018: 13%** 2017: 12.6%

\*Medicare Psychiatric Patients & Readmissions in Inpatient Psychiatric Facility Prospective Payment System, May, 2013, The Moran Company





The renovated Merrill Center waiting room.



Merrill Center collaborative workspaces.



Welcoming our Medical College of Wisconsin Psychiatry Residents.

In 2018, North Central Health Care served **11,320 people** in Mental and Behavioral Health Programs.



Newly renovated and expanded, Lakeside Recovery increased from 6 beds to 14 beds.



# Nursing Home Operations

## Executive Insights



Mount View  
Care Center



**Kim Gochanour**  
Nursing Home Operations

In 2018, Mount View Care Center programs continued to focus on reducing turnover of our certified nursing assistants. Because of these efforts, we have reduced the turnover rate successfully in 2018, and significantly below the state and national levels. By implementing a more robust onboarding program and creating a more interactive competency day with input from the staff, we have continued to improve overall Mount View staff retention numbers as well.

Mount View Care Center also had an increased focus on bed management in 2018, increasing our short-term rehab residents from 17 average daily census in 2017 to 20 in 2018. In 2019, Mount View Care Center is implementing a new web-based electronic medical record that will further enhance our ability to effectively document and share data with our referral sources.

2018 also held the implementation of the facility-wide resource assessment and roll out of updated nursing home regulations and new survey process. This yielded a successful survey result.

Reflections Long Term Care continues to provide quality long-term services for our residents. The overall hospital readmission rate holds well below the state and federal rates of 17%. Reflections continues to focus on individualized medical care and promotes independence in a resident directed environment.

Legacies by the Lake is recognized regionally and in the State of Wisconsin for its innovative dementia care and specialized training. In 2018, *Stop, Starting It!* Training was presented to nursing homes throughout Wisconsin. Mount View Care Center staff were also selected as a speaker at the 2018 Focus Conference. Legacies continues to participate in the music and memory program and has over 50 residents enjoying individualized music through iPods. In 2018, Legacies by the Lake focused on quality outcomes and have reduced falls by 10%.

Southshore and Northwinds pride themselves on high quality care for the residents we serve. In 2018, there were no pneumonia-acquired ventilator dependent resident infections.

### From Our Dashboard

#### NCHC Nursing Home Readmission Rate

NCHC measures the percent of residents re-hospitalized within 30 days of admission to nursing home/total admissions.

Benchmark\*: 17.3% or less

Continuous Improvement Target: 10 – 12%

**2018: 9.7%** 2017: 10.2%

\*American Health Care Association/National Center for Assisted Living (AHCA/NCAL) Quality Initiative



University of Wisconsin - Stevens Point Men's Hockey Team visits a resident in Mount View Care Center.







**9.7%** Mount View Care Center continued to lead area for the second year in a row with one of the lowest rehospitalization rates – lower than the national and state average.



Mount View Care Center hosts a intergenerational camp for kids.



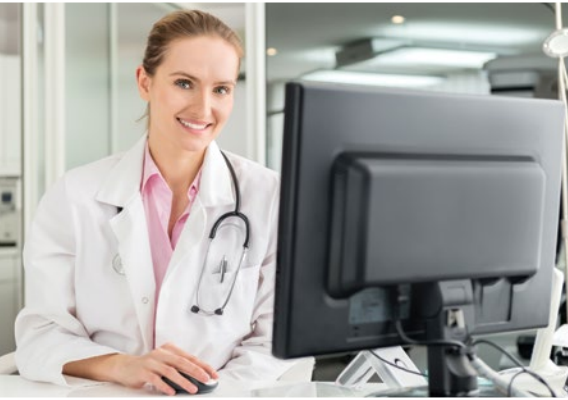


# Information Technology

## *Executive Insights*



**Tom Boutain**  
Information Technology



As the Information Services teams reflect back on 2018 the theme was *evolution*. The team worked to evaluate and improve the overall maturity level of our systems, processes, and team structures. We happily welcomed a full-time Project Manager who has been instrumental in formalizing processes. The first key initiative that we kicked off in 2018 was the replacement of our existing nursing home electronic health record (EHR) Electronic Chart and Financial Software System (ECS) with MatrixCare. By implementing this project we are looking to improve EHR connection stability, utilize the system for clinical ordering, and increase the overall staff experience with the software. This project is on track to finish in mid-2019.

Our Information Management Services (IMS) team has been busy optimizing the TIER EHR for our organization. They wrapped the year up implementing over 30 enhancements and countless quick wins to expand and improve the system's capabilities based on user feedback. Clinician consoles were a huge focus to increase efficiency and accessibility.

The Health Information Management (HIM) team worked on a continuous improvement effort to reduce manual steps with the contracted service providers process. We continued to work through efforts to make Laserfiche more user-friendly.

In 2019, we will be focusing on our campus renovation, creating a 5-year roadmap for our core systems, working on establishing service level agreements, evaluating our support models for training delivery, updating our privacy program, and working on our record retention strategy. We will kick off projects to replace our current occurrence reporting, learning management system, and human resources management system. We will also start the research and planning for our TIER replacement. On our journey to redefining informatics and analytics, measurement will be a key initiative to start building those programs up. We will define system owners to become the champions for our applications and to provide direction and to take our applications to the next level. We are excited for this next year of improvement and innovation.

**In 2018, Information Technology Teams worked to evaluate and improve the overall maturity level of our systems, processes, and team structures.**





# 2018 Individuals Served by County

| SERVICES                                                   | MARATHON | LINCOLN | LANGLADE | 2017 TOTAL* | 2018 TOTAL*                            |
|------------------------------------------------------------|----------|---------|----------|-------------|----------------------------------------|
| Inpatient Psychiatric Care                                 | 669      | 97      | 61       | 739         | 903 people                             |
| Community Treatment                                        | 606      | 138     | 135      | 764         | 907 people                             |
| Community Corner Clubhouse                                 | 191      | 4       | 3        | 208         | 204 people                             |
| Outpatient Services Counseling                             | 1,049    | 389     | 641      | 1,926       | 2,163 people                           |
| Outpatient Psychiatric Care                                | 1,242    | 244     | 200      | 1,631       | 1,760 people                           |
| Outpatient Services Substance Abuse                        | 1,539    | 390     | 331      | 2,291       | 2,312 people                           |
| Residential Supported Apartments and CBRF                  | 134      | 1       | /        | 102         | 140 people                             |
| Substance Abuse Day Treatment                              | 63       | 3       | 24       | 85          | 91 people                              |
| Medically Monitored Treatment for Drug & Alcohol Addiction | 134      | 16      | 27       | 123         | 189 people                             |
| OWI Assessments                                            | 644      | 114     | 77       | 804         | 853 assessments                        |
| Driving with Care                                          | 20       | /       | /        | 16          | 20 people                              |
| Inpatient Detoxification                                   | 49       | 10      | 6        | 100         | 70 people                              |
| Crisis Stabilization                                       | 135      | 18      | 11       | 123         | 186 people                             |
| Mobile Crisis Care (Adult/Youth)                           | 2,478    | 370     | 418      | 2,765       | 3,647 assessments                      |
| Adult                                                      | 1,230    | 206     | 184      | 1,426       | 1,827 adults                           |
| Youth                                                      | 384      | 53      | 75       | 442         | 548 youth                              |
| Adult Day Services                                         | 65       | /       | 35       | 107         | 105 people                             |
| Birth to Three                                             | 298      | 47      | 37       | 400         | 385 people                             |
| Children's Long Term Support                               | 7        | 36      | 20       | 65          | 63 people                              |
| Prevocational Services                                     | 94       | 1       | 24       | 147         | 121 people                             |
| Demand Transportation                                      | 412      | 8       | 5        | 657         | 564 people                             |
| Adult Protective Services                                  | 385      | 52      | 75       | 436         | 512 people                             |
|                                                            | 366      | 87      | 69       | 578         | 530 Adult/Elder At-Risk Investigations |
| Aquatic Services                                           | 430      | 22      | 7        | 490         | 484 people                             |
| Post-Acute Rehabilitation                                  | 164      | 6       | 3        | 229         | 202 people                             |
| Dementia Care                                              | 286      | 10      | 8        | 155         | 336 people                             |
| Long Term Care                                             | 57       | /       | /        | 54          | 65 people                              |

\*The Annual Total columns on far right reflect the total number of people served for the program including residents from other counties.

# 2018 Revenue & Expense Overview



**Brenda Glodowski**  
Chief Financial Officer

North Central Health Care had another successful year with meeting financial strategic goals. Two of these goals include 3% to 5% annual growth and reduction of tax levy. Overall revenue increased 8.2% in 2018 compared to 2017. The significant component of this growth is net patient revenue (billed revenue) increased over 10%. As net patient revenue grows, the less reliance there is on tax levy. Tax levy decreased in 2018 by \$240,000, going from 11.4% of total revenue in 2017 to 10.6% of total revenue in 2018. Net Patient Revenue went from 71.7% of total revenue in 2017 to 72.9% of total revenue in 2018. Community Treatment continued to be a significant

growth area in 2018, as well as outpatient with the addition of more physicians.

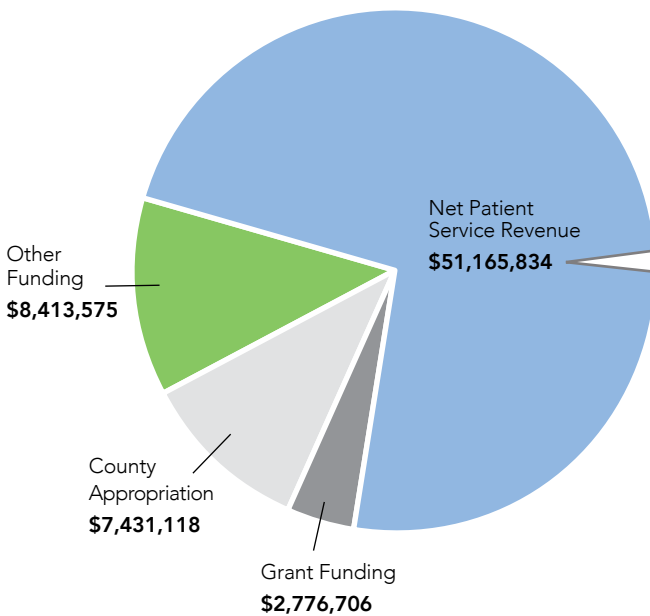
Continuing to increase invested cash reserves is another goal that was met as investments increased almost \$1.5 million. Management of Accounts Receivable is important so cash is collected timely, which contributes to increasing the reserves. Timeliness of collecting on accounts also reduces the potential for write offs. Days in Accounts Receivable (Days in AR) continues to be a focus. This monitors how long it takes on average to collect on accounts from the time they are billed. The overall for the organization went from 39 Days in AR in 2017 to 35 Days in AR in 2018. This continues to be below industry averages.

2018 introduced the new Patient Access Department into Fiscal Services. This department

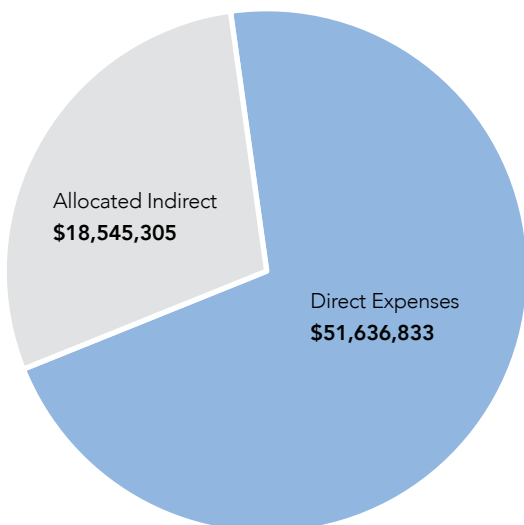
brings together all front end processes of revenue cycle such as bringing clients into the organization, scheduling, obtaining demographics and billing information into a central department. Although staff is located in all three partner counties, the processes will be consistent. This should improve the flow of revenue cycle, as well as improve customer service and satisfaction.

The 2018 financial audit was another good audit, resulting in no operational adjustments. There was some focus during this audit process to help set up the reporting for the master facility plan, which will begin in 2019. As the organization continues to have financial success, the fund balances of the three County Partners continue to strengthen as well as the continued sustainability of the organization into the future.

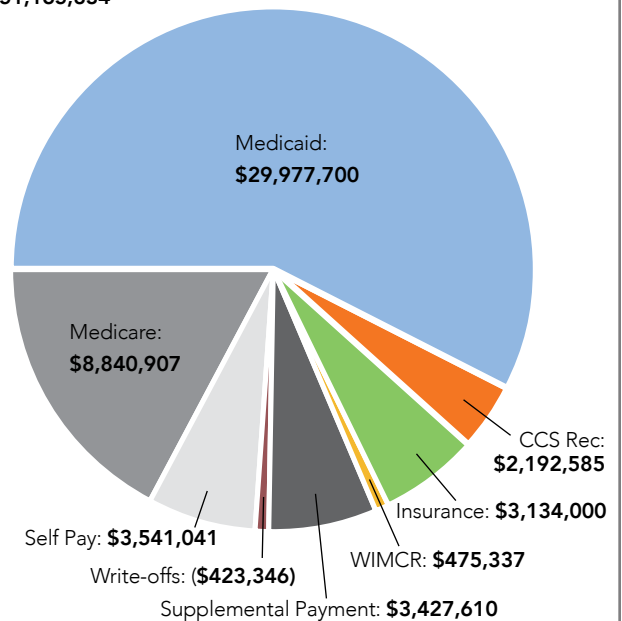
## 2018 Total Revenue: \$69,787,233



## 2018 Total Expense: \$70,182,138



## 2018 Net Patient Service Revenue by Payer Source \$51,165,834



**Medicare:** Medicare is a federal governmental program, providing funding for the elderly and qualified disabilities.

**Medicaid:** Medicaid is a state governmental program, providing funding for those with lower income. Medicaid may include card service and also managed care, such as Family Care.

**Self-Pay:** Funding received from the patient.

**Insurance:** Funding from commercial insurance.

**WIMCR (WI Medicaid Cost Reporting):** Additional Medicaid funding available for specific programs intended to offset some of the Medicaid deficits in governmental organizations. This funding is available for certified programs in governmental organizations.

**Supplemental Payment:** Additional funding available for nursing homes intended to offset some of the Medicaid deficit. This funding is only available to governmental nursing homes.



# 2018 Revenue & Expense Detail

North Central Health Care is a tri-county organization providing services to Marathon, Langlade, and Lincoln counties. As a governmental organization, North Central Health Care is a not-for-profit organization. North Central Health Care has multiple sources of funding which include Medicare, Medicaid, insurance, self pay, grants, state funding, and County tax levy.

|                                            | REVENUE:                   |                    |                     |                     | EXPENSE:            |                           |                     |
|--------------------------------------------|----------------------------|--------------------|---------------------|---------------------|---------------------|---------------------------|---------------------|
|                                            | NET PATIENT<br>SERVICE REV | GRANT<br>FUNDING   | OTHER<br>FUNDING    | TOTAL<br>REVENUE    | DIRECT<br>EXPENSES  | ALLOCATED<br>INDIRECT EXP | TOTAL<br>EXPENSES   |
| <b>MARATHON COUNTY-DIRECT SERVICES:</b>    |                            |                    |                     |                     |                     |                           |                     |
| Outpatient Services                        | \$823,170                  | \$287,041          | \$2,333,356         | \$3,443,567         | \$3,036,340         | \$908,919                 | \$3,945,259         |
| Community Treatment-Adult                  | \$3,617,963                | \$237,139          | \$162,001           | \$4,017,103         | \$3,385,365         | \$596,119                 | \$3,981,484         |
| Community Treatment-Youth                  | \$4,010,947                | \$225,775          | \$28,492            | \$4,265,214         | \$3,288,249         | \$486,053                 | \$3,774,302         |
| Day Services                               | \$1,391,967                | \$42,571           | \$208,477           | \$1,643,015         | \$1,094,388         | \$479,767                 | \$1,574,155         |
| Clubhouse                                  | \$324,078                  | \$51,365           | \$183,755           | \$559,198           | \$473,018           | \$91,088                  | \$564,106           |
| Demand Transportation                      | \$42,095                   | \$283,157          | \$61,577            | \$386,829           | \$343,867           | \$46,512                  | \$390,379           |
| Aquatic Services                           | \$382,486                  |                    | \$497,412           | \$879,898           | \$500,300           | \$522,281                 | \$1,022,581         |
| <b>Subtotals</b>                           | <b>\$10,592,706</b>        | <b>\$1,127,048</b> | <b>\$3,475,071</b>  | <b>\$15,194,824</b> | <b>\$12,121,527</b> | <b>\$3,130,739</b>        | <b>\$15,252,266</b> |
| <b>LANGLADE COUNTY-DIRECT SERVICES:</b>    |                            |                    |                     |                     |                     |                           |                     |
| Outpatient Services                        | \$336,778                  | \$53,170           | \$440,709           | \$830,657           | \$717,387           | \$206,248                 | \$923,635           |
| Community Treatment-Adult                  | \$594,355                  | \$31,263           | \$33,360            | \$658,978           | \$433,815           | \$124,722                 | \$558,537           |
| Community Treatment-Youth                  | \$1,301,824                | \$180,203          | \$160,055           | \$1,642,082         | \$1,013,602         | \$291,410                 | \$1,305,012         |
| Day Services                               | \$268,413                  | \$57,066           | \$16,705            | \$342,184           | \$253,592           | \$72,908                  | \$326,500           |
| <b>Subtotals</b>                           | <b>\$2,501,370</b>         | <b>\$321,702</b>   | <b>\$650,829</b>    | <b>\$3,473,901</b>  | <b>\$2,418,396</b>  | <b>\$695,288</b>          | <b>\$3,113,684</b>  |
| <b>LINCOLN COUNTY-DIRECT SERVICES:</b>     |                            |                    |                     |                     |                     |                           |                     |
| Outpatient Services                        | \$181,363                  | \$72,697           | \$585,705           | \$839,765           | \$705,261           | \$138,807                 | \$844,068           |
| Community Treatment-Adult                  | \$719,044                  | \$44,426           | \$24,242            | \$787,712           | \$515,348           | \$101,428                 | \$616,776           |
| Community Treatment-Youth                  | \$1,664,932                | \$465,948          | \$32,799            | \$2,163,679         | \$1,600,026         | \$314,910                 | \$1,914,936         |
| <b>Subtotals</b>                           | <b>\$2,565,339</b>         | <b>\$583,071</b>   | <b>\$642,746</b>    | <b>\$3,791,156</b>  | <b>\$2,820,635</b>  | <b>\$555,145</b>          | <b>\$3,375,780</b>  |
| <b>SHARED SERVICES:</b>                    |                            |                    |                     |                     |                     |                           |                     |
| Inpatient                                  | \$4,076,195                |                    | \$1,770,028         | \$5,846,223         | \$5,207,989         | \$1,333,998               | \$6,541,987         |
| CBRF                                       | \$730,921                  |                    | \$65,103            | \$796,024           | \$496,659           | \$306,009                 | \$802,668           |
| Crisis Services                            | \$307,349                  |                    | \$2,525,712         | \$2,833,061         | \$1,935,675         | \$692,037                 | \$2,627,712         |
| Lakeside Recovery                          | \$220,064                  |                    | \$564,869           | \$784,933           | \$386,955           | \$305,712                 | \$692,667           |
| Substance Abuse Day Treat.                 | \$59,453                   |                    | \$27,436            | \$86,889            | \$34,759            | \$38,622                  | \$73,381            |
| Protective Services                        | \$640                      | \$225,445          | \$550,882           | \$776,967           | \$517,261           | \$136,878                 | \$654,139           |
| Birth To Three                             | \$341,621                  | \$519,440          | \$882,848           | \$1,743,909         | \$1,284,519         | \$297,910                 | \$1,582,429         |
| Residential                                | \$4,392,669                |                    | \$159,234           | \$4,551,903         | \$3,699,335         | \$842,708                 | \$4,542,043         |
| Contracted Services-<br>(State Institutes) |                            |                    | \$905,919           | \$905,919           | \$1,341,836         | \$149,655                 | \$1,491,491         |
| <b>Subtotals</b>                           | <b>\$10,128,912</b>        | <b>\$744,885</b>   | <b>\$7,452,031</b>  | <b>\$18,325,828</b> | <b>\$14,904,988</b> | <b>\$4,103,529</b>        | <b>\$19,008,517</b> |
| <b>NURSING HOME SERVICES:</b>              |                            |                    |                     |                     |                     |                           |                     |
| Long Term Care                             | \$3,584,510                |                    | \$907,000           | \$4,491,510         | \$2,220,044         | \$2,170,159               | \$4,390,203         |
| Post Acute Care                            | \$2,115,844                |                    | \$229,940           | \$2,345,784         | \$1,992,936         | \$1,312,807               | \$3,305,743         |
| Legacies - Dementia Care                   | \$8,494,891                |                    | \$1,671,630         | \$10,166,521        | \$6,058,155         | \$3,957,096               | \$10,015,251        |
| Vent Care                                  | \$4,357,020                |                    | \$258,603           | \$4,615,623         | \$3,439,817         | \$1,705,508               | \$5,145,325         |
| Ancillary                                  | \$100,983                  |                    | \$2,440             | \$103,423           | \$110,130           | \$22,969                  | \$133,099           |
| Rehab Services                             | \$1,980,536                |                    | \$67,944            | \$2,048,480         | \$966,933           | \$377,764                 | \$1,344,697         |
| <b>Subtotals</b>                           | <b>\$20,633,784</b>        | <b>\$0</b>         | <b>\$3,137,557</b>  | <b>\$23,771,341</b> | <b>\$14,788,015</b> | <b>\$9,546,303</b>        | <b>\$24,334,318</b> |
| <b>Pharmacy</b>                            | \$4,743,723                |                    | \$486,460           | \$5,230,183         | \$4,583,272         | \$514,301                 | \$5,097,573         |
| <b>TOTAL NCHC</b>                          | <b>\$51,165,834</b>        | <b>\$2,776,706</b> | <b>\$15,844,693</b> | <b>\$69,787,233</b> | <b>\$51,636,833</b> | <b>\$18,545,305</b>       | <b>\$70,182,138</b> |
| Excess Revenue/(Expense)                   |                            |                    |                     |                     |                     |                           | (\$394,905)         |

# 2018 Grant Funding Detail

North Central Health Care received several grants from various sources in 2018 that supported mental health, substance abuse, developmental disability, and transportation programs in Marathon, Langlade, and Lincoln counties. Programs that utilized grant funding included Outpatient Services, Community Treatment, Demand Transportation, Children's Services, Adult Protective Services, and Birth to Three.

|                                         | AODA<br>BLOCK<br>GRANT | MH<br>BLOCK<br>GRANT | IDP<br>FUNDS     | CST<br>EXPANSION | COMMUNITY<br>AIDS-MH | DVR              | COP             | 85.21<br>GRANT   | CHILDREN<br>LTS  | APS<br>GRANT     | BIRTH<br>TO 3<br>GRANT | TOTAL<br>GRANT<br>FUNDING |
|-----------------------------------------|------------------------|----------------------|------------------|------------------|----------------------|------------------|-----------------|------------------|------------------|------------------|------------------------|---------------------------|
| <b>MARATHON COUNTY-DIRECT SERVICES:</b> |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        |                           |
| Outpatient Services                     | \$211,806              |                      | \$75,235         |                  |                      |                  |                 |                  |                  |                  |                        | \$287,041                 |
| Community Treatment-Adult               |                        | \$51,264             |                  |                  | \$159,500            | \$26,375         |                 |                  |                  |                  |                        | \$237,139                 |
| Community Treatment-Youth               |                        |                      |                  | \$60,000         | \$159,500            | \$6,275          |                 |                  |                  |                  |                        | \$225,775                 |
| Day Services                            |                        |                      |                  |                  |                      | \$42,571         |                 |                  |                  |                  |                        | \$42,571                  |
| Clubhouse                               |                        |                      |                  |                  |                      | \$51,365         |                 |                  |                  |                  |                        | \$51,365                  |
| Demand Transportation                   |                        |                      |                  |                  |                      |                  | \$283,157       |                  |                  |                  |                        | \$283,157                 |
| Aquatic Services                        |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| <b>Subtotals</b>                        | <b>\$211,806</b>       | <b>\$51,264</b>      | <b>\$75,235</b>  | <b>\$60,000</b>  | <b>\$319,000</b>     | <b>\$126,586</b> | <b>\$0</b>      | <b>\$283,157</b> | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>             | <b>\$1,127,048</b>        |
| <b>LANGLADE COUNTY-DIRECT SERVICES:</b> |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        |                           |
| Outpatient Services                     | \$35,808               |                      | \$17,362         |                  |                      |                  |                 |                  |                  |                  |                        | \$53,170                  |
| Community Treatment-Adult               |                        | \$8,652              |                  |                  | \$13,677             | \$8,900          |                 |                  | \$34             |                  |                        | \$31,263                  |
| Community Treatment-Youth               |                        |                      |                  | \$60,000         | \$13,677             |                  | \$9,519         |                  | \$97,007         |                  |                        | \$180,203                 |
| Day Services                            |                        |                      |                  |                  |                      | \$57,066         |                 |                  |                  |                  |                        | \$57,066                  |
| <b>Subtotals</b>                        | <b>\$35,808</b>        | <b>\$8,652</b>       | <b>\$17,362</b>  | <b>\$60,000</b>  | <b>\$27,355</b>      | <b>\$65,966</b>  | <b>\$9,519</b>  | <b>\$0</b>       | <b>\$97,041</b>  | <b>\$0</b>       | <b>\$0</b>             | <b>\$321,703</b>          |
| <b>LINCOLN COUNTY-DIRECT SERVICES:</b>  |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        |                           |
| Outpatient Services                     | \$49,548               |                      | \$23,149         |                  |                      |                  |                 |                  |                  |                  |                        | \$72,697                  |
| Community Treatment-Adult               |                        | \$11,976             |                  |                  | \$22,000             | \$10,450         |                 |                  |                  |                  |                        | \$44,426                  |
| Community Treatment-Youth               |                        | \$0                  |                  | \$60,000         | \$21,000             | \$1,450          | \$56,407        |                  | \$327,090        |                  |                        | \$465,947                 |
| <b>Subtotals</b>                        | <b>\$49,548</b>        | <b>\$11,976</b>      | <b>\$23,149</b>  | <b>\$60,000</b>  | <b>\$43,000</b>      | <b>\$11,900</b>  | <b>\$56,407</b> | <b>\$0</b>       | <b>\$327,090</b> | <b>\$0</b>       | <b>\$0</b>             | <b>\$583,071</b>          |
| <b>SHARED SERVICES:</b>                 |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        |                           |
| Inpatient                               |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| CBRF                                    |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Crisis Services                         |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Lakeside Recovery                       |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Substance Abuse Day Treat.              |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Protective Services                     |                        |                      |                  |                  |                      |                  |                 |                  |                  | \$225,445        |                        | \$225,445                 |
| Birth To Three                          |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  | \$519,440              | \$519,440                 |
| Residential                             |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Contracted Services                     |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| <b>Subtotals</b>                        | <b>\$0</b>             | <b>\$0</b>           | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>           | <b>\$0</b>       | <b>\$0</b>      | <b>\$0</b>       | <b>\$0</b>       | <b>\$225,445</b> | <b>\$519,440</b>       | <b>\$744,885</b>          |
| <b>NURSING HOME SERVICES:</b>           |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        |                           |
| Long Term Care                          |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Post Acute Care                         |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Legacies - Dementia Care                |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Pharmacy                                |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Ancillary                               |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| Rehab Services                          |                        |                      |                  |                  |                      |                  |                 |                  |                  |                  |                        | \$0                       |
| <b>Subtotals</b>                        | <b>\$0</b>             | <b>\$0</b>           | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>           | <b>\$0</b>       | <b>\$0</b>      | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>             | <b>\$0</b>                |
| <b>Pharmacy</b>                         | <b>\$0</b>             | <b>\$0</b>           | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>           | <b>\$0</b>       | <b>\$0</b>      | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>       | <b>\$0</b>             | <b>\$0</b>                |
| <b>TOTAL NCHC</b>                       | <b>\$297,162</b>       | <b>\$71,892</b>      | <b>\$115,746</b> | <b>\$180,000</b> | <b>\$389,355</b>     | <b>\$204,452</b> | <b>\$65,926</b> | <b>\$283,157</b> | <b>\$424,131</b> | <b>\$225,445</b> | <b>\$519,440</b>       | <b>\$2,776,706</b>        |



# 2018 Funding by Other Sources

|                                         | OWI<br>SURCHARGES | CONTRACT<br>SERVICES | OTHER            | ALLOCATED<br>REVENUE | MAINT. CO.<br>MATCH | BASE COUNTY<br>ALLOCATION | COUNTY<br>APPROPRIATION | TOTAL<br>OTHER<br>FUNDING |
|-----------------------------------------|-------------------|----------------------|------------------|----------------------|---------------------|---------------------------|-------------------------|---------------------------|
| <b>MARATHON COUNTY-DIRECT SERVICES:</b> |                   |                      |                  |                      |                     |                           |                         |                           |
| Outpatient Services                     | \$121,679         | \$13,735             | \$3,188          | \$44,668             | \$45,089            | \$1,049,800               | \$1,055,197             | \$2,333,356               |
| Community Treatment-Adult               |                   | \$21,000             | \$95             | \$19,016             | \$14,417            | \$80,000                  | \$27,473                | \$162,001                 |
| Community Treatment-Youth               |                   | \$0                  | \$203            | \$11,604             | \$10,080            | \$0                       | \$6,605                 | \$28,492                  |
| Day Services                            |                   | \$13,316             | \$102,954        | \$20,726             | \$71,481            |                           |                         | \$208,477                 |
| Clubhouse                               |                   |                      | \$87,110         | \$4,645              | \$0                 |                           | \$92,000                | \$183,755                 |
| Demand Transportation                   |                   | \$57,798             | \$0              | \$2,373              | \$1,406             |                           |                         | \$61,577                  |
| Aquatic Services                        |                   | \$4,626              | \$111,708        | \$29,238             | \$137,725           |                           | \$214,115               | \$497,412                 |
| <b>Subtotals</b>                        | <b>\$121,679</b>  | <b>\$110,475</b>     | <b>\$305,258</b> | <b>\$132,270</b>     | <b>\$280,198</b>    | <b>\$1,129,800</b>        | <b>\$1,395,390</b>      | <b>\$3,475,071</b>        |
| <b>LANGLADE COUNTY-DIRECT SERVICES:</b> |                   |                      |                  |                      |                     |                           |                         |                           |
| Outpatient Services                     | \$20,400          |                      |                  | \$44,897             |                     | \$237,149                 | \$138,263               | \$440,709                 |
| Community Treatment-Adult               |                   |                      |                  | \$11,230             |                     | \$9,000                   | \$13,130                | \$33,360                  |
| Community Treatment-Youth               |                   |                      | \$22,173         | \$135,664            |                     | \$0                       | \$2,218                 | \$160,055                 |
| Day Services                            |                   |                      | \$13,341         | \$3,364              |                     |                           |                         | \$16,705                  |
| <b>Subtotals</b>                        | <b>\$20,400</b>   | <b>\$0</b>           | <b>\$35,514</b>  | <b>\$195,155</b>     | <b>\$0</b>          | <b>\$246,149</b>          | <b>\$153,611</b>        | <b>\$650,829</b>          |
| <b>LINCOLN COUNTY-DIRECT SERVICES:</b>  |                   |                      |                  |                      |                     |                           |                         |                           |
| Outpatient Services                     | \$24,000          | \$0                  | \$14,430         | \$3,263              |                     | \$315,000                 | \$229,012               | \$585,705                 |
| Community Treatment-Adult               |                   |                      | \$0              | \$1,063              |                     | \$13,000                  | \$10,179                | \$24,242                  |
| Community Treatment-Youth               |                   |                      | \$13,635         | \$14,031             |                     | \$0                       | \$5,133                 | \$32,799                  |
| <b>Subtotals</b>                        | <b>\$24,000</b>   | <b>\$0</b>           | <b>\$28,065</b>  | <b>\$18,357</b>      | <b>\$0</b>          | <b>\$328,000</b>          | <b>\$244,324</b>        | <b>\$642,746</b>          |
| <b>SHARED SERVICES:</b>                 |                   |                      |                  |                      |                     |                           |                         |                           |
| Inpatient                               |                   |                      | \$190,470        | \$61,848             | \$100,582           | \$1,138,576               | \$278,552               | \$1,770,028               |
| CBRF                                    |                   |                      | \$0              | \$18,503             | \$46,600            |                           | \$0                     | \$65,103                  |
| Crisis Services                         |                   | \$39,600             | \$261,660        | \$42,370             | \$10,145            | \$946,476                 | \$1,225,461             | \$2,525,712               |
| Lakeside Recovery                       |                   |                      | \$7,175          | \$19,048             | \$46,600            | \$54,127                  | \$437,919               | \$564,869                 |
| Substance Abuse Day Treat.              |                   |                      |                  | \$2,164              | \$9,968             |                           | \$15,304                | \$27,436                  |
| Protective Services                     |                   |                      | \$0              | \$6,974              | \$4,731             |                           | \$539,177               | \$550,882                 |
| Birth To Three                          |                   | \$11,740             |                  | \$12,101             | \$23,895            |                           | \$835,112               | \$882,848                 |
| Residential                             |                   |                      | \$129,930        | \$29,304             |                     |                           | \$0                     | \$159,234                 |
| Contracted Services                     |                   |                      |                  |                      |                     | \$99,651                  | \$806,268               | \$905,919                 |
| <b>Subtotals</b>                        | <b>\$0</b>        | <b>\$51,340</b>      | <b>\$589,235</b> | <b>\$192,312</b>     | <b>\$242,521</b>    | <b>\$2,238,830</b>        | <b>\$4,137,793</b>      | <b>\$7,452,031</b>        |
| <b>NURSING HOME SERVICES:</b>           |                   |                      |                  |                      |                     |                           |                         |                           |
| Long Term Care                          |                   |                      |                  | \$82,456             | \$396,544           |                           | \$428,000               | \$907,000                 |
| Post Acute Care                         |                   |                      |                  | \$65,715             | \$164,225           |                           | \$0                     | \$229,940                 |
| Legacies - Dementia Care                |                   |                      | \$8,477          | \$217,142            | \$374,011           |                           | \$1,072,000             | \$1,671,630               |
| Vent Care                               |                   |                      |                  | \$94,378             | \$164,225           |                           |                         | \$258,603                 |
| Ancillary                               |                   |                      | \$0              | \$2,440              | \$0                 |                           |                         | \$2,440                   |
| Rehab Services                          |                   |                      | \$0              | \$21,614             | \$46,330            |                           |                         | \$67,944                  |
| <b>Subtotals</b>                        | <b>\$0</b>        | <b>\$0</b>           | <b>\$8,477</b>   | <b>\$483,745</b>     | <b>\$1,145,335</b>  | <b>\$0</b>                | <b>\$1,500,000</b>      | <b>\$3,137,557</b>        |
| <b>Pharmacy</b>                         |                   | \$435,626            | \$16,921         | \$16,344             | \$17,569            |                           | \$0                     | \$486,460                 |
| <b>TOTAL NCHC</b>                       | <b>\$166,079</b>  | <b>\$597,441</b>     | <b>\$983,470</b> | <b>\$1,038,183</b>   | <b>\$1,685,623</b>  | <b>\$3,942,779</b>        | <b>\$7,431,118</b>      | <b>\$15,844,693</b>       |

# Volunteer Services

## Insights

At the end of 2018, NCHC had the support of 223 volunteers from our community, with 50 new volunteers joining in just the last year. These volunteers gave 11,169 hours of service, which is an average of 215 hours a week or 30 ½ hours per day. This equals almost 5.5 full time staff.



Appreciation event for over 200 NCHC volunteers.



In 2018, 223 community volunteers provided **11,169 hours** of volunteer services throughout various programs at North Central Health Care.

Volunteering is a choice – a remarkable choice – that these exceptional individuals have made on behalf of our organization for the people we serve. If it weren't for these caring individuals getting involved and giving their time, NCHC wouldn't be as successful as we are at providing Person-Centered Service. Our volunteers bring such a positive energy to our organization as they lead by example – not only by helping our patients and visitors, but by motivating others to give back as well.



Baby Shower Fundraiser



Ready to Read Initiative



2018 United We Can Best of Show Award



Holiday Fundraiser



United Way COMMUNITY Fest Fun



Shining Star – 2018 – NORTH CENTRAL HEALTH CARE  
 In Recognition Of Your Commitment And Leadership To Improve Marathon County  
 United Way of Marathon County

CIRCLE OF EXCELLENCE  
 Partner Award  
 Presented to North Central Health Care 2018  
 United Way of Marathon County

2018 Shining Star and Circle of Excellence Awards



# 2018 Year in Review

## *Giving Back to Our Community*

Our NCHC employees are continually involved in community events, fund raisers and serve on numerous community coalition boards and committees including the Marathon County AOD Partnership, United Way Housing & Homelessness Coalition, Marathon County Early Years Coalition, Hunger Coalition, RISE UP, Habitat for Humanity and various suicide prevention coalitions in our partnering counties. In addition, they organize several internal fund raisers and activities to benefit our clients, residents and families.

In 2018, NCHC was awarded the Circle of Excellence: Partner Award and the Shining Star Award. The Partner Award goes to organizations that donate between \$10,000 and \$25,000 in the annual Workplace Giving campaign. This is a direct reflection of the generosity of all of our employees. Our employees make a difference to many local community efforts with donations each and every day. The Shining Star Award was awarded to NCHC in recognition of our commitment and leadership to improve Marathon County. NCHC was recognized for campaign growth, participation growth, per capita gift amount, leadership giving participation, corporate gift and volunteerism.



**In 2018, North Central Health Care employees donated 335 volunteer hours and donated \$23,892 to United Way efforts that focused on Health, Income and Education for our community.**

Employees within our organization we recognized as well. Jessica Meadows, Communications and Marketing Director, was recognized with the Campaigner of the Year. This award recognizes efforts to promote the United Way and educate people about the programs and services provided while increasing participation and involvement among our staff. Sue Matis, Human Resources Executive, also received an award for her commitment to the United Way and serving 6 years on the United Way Board.

The NCHC Crisis Assessment Response Team (CART) was awarded United Way's Partners in Caring Award. At the beginning of the year NCHC in partnership with the Marathon County Sheriffs Office and Wausau Police Department launched CART. The initiative pairs a Crisis Professional full-time with a Law Enforcement Officer to provide crisis assessment and response. While the number of mental health calls have gone up in 2018, the number of mental health calls resulting in hospitalization have significantly been reduced. This means these resources are effective and doing what we intended to do: keeping individuals in crisis in the community by deploying community based crisis response to meet their emergent needs.



**Proud Partner of Our Local**



**United Way**





# Educating Our Community *to Engage & Inspire*

North Central Health Care partnered with many organizations in 2018 to provide specialized education, training and experiences with our community. Employees from across the organizations participated and led events, from mental health and addiction specialists to dementia care experts. Small and large scale events and conferences were held at a variety of locations including North Central Health Care Wausau Campus, local schools, Northcentral Technical College and several local area high schools in all three services counties.

**NCHC Mental Health Summit, May 2018**



**Educator and Student Tours**



Throughout 2018, NCHC focused on working with many local schools to share information and resources with students and educators. Students were also able to consider their future employment goals as they participated in interactive tours and sessions in many care and service areas across NCHC.

In May, in recognition of Mental Health Awareness Month, the Mental Health Summit was held at the Wausau Campus to educate our



community and professionals about resources and support available for those coping with mental health challenges. Deescalation training was provided along with education from NCHC and several partners including National Alliance on Mental Illness (NAMI), Aging & Disability Resource Center (ADRC), North Central Community Action Program and Marathon County Sheriff's Department. There was a panel discussion as well as a resource fair where participants could share information and collaborate.

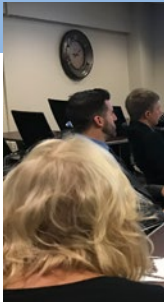
**Fall Prevention & Balance Clinic, April 2018**



In April, Mount View Care Center hosted a Fall Prevention and Balance Clinic for the public to provide education about diet, medications, blood pressure and blood sugar, the leading causes of falls in seniors. The event was free to the public with professionals from NCHC and Mount View Care Center, Aegis Therapies, and Aspirus collaborating for the event.



Throughout all of 2018, North Central Health Care employees provided their time and expertise educating our communities about a variety of topics, from suicide prevention, mental illness, addiction, developmental disabilities, elder abuse and dementia care. Staff attended events in Marathon, Langlade and Lincoln Counties to a variety of audiences including teens, adults, educators and parents. This community outreach deepened our engagement with our community and allowed us to build stronger relationships with our partners and those we serve.







The Immersion Project, October 2018

In October, NCHC welcomed visitors to the Wausau Campus for the 4th session of The Immersion Project. The Immersion Project is an intensive nine-month program designed to provide meaningful experiences that will immerse and connect participants to the region. These experiences are aimed to cement the participants' roots in north central Wisconsin through a deeper understanding and awareness of important topics and issues relevant to the area. Our guests discussed issues surrounding mental health and addictions and learned about NCHC as they engaged in discussion with program participants from Bridge Community Clinic, ADRC, Great Lakes Cheese, WIPFLI, Intercity State Bank, Greenheck Fan, Dudley Foundation and County Materials.



Throughout 2018, NCHC served as the first employer-based model for the LENA Start Marathon County, a free program for parents with children 0-32 months. The program is thirteen weeks with all materials included, free on-site childcare, a snack or meal each week, as well as T-shirts and prizes. The objective of the program is to create awareness and ultimately increase how many words and conversational turns you use in talking with each child. Studies have shown how increasing the number of words and conversational turns is tied to early childhood development and life success.



In October, NCHC hosted a range of community partners to welcome Secretary Eloise Anderson of the Wisconsin Department of Children and Families and Michele Erikson the Executive Director of Wisconsin Literacy, Inc. to hear about the community partnership that brought LENA to Marathon County. Guests observed a LENA class and were able to interact with families and ask questions about their experience.

In June, NCHC collaborated with several agencies to hold events throughout Marathon, Lincoln and Langlade Counties to educate about elder abuse prevention. Trainings were held at local libraries, banks, public buildings to promote World Elder Abuse Awareness Day on June 15. Participants wore purple to show their support and commitment to preventing elder abuse. The collaborative efforts of NCHC along with our community partners at AVAIL, ADRC, The Women's Community and Haven, Inc. thrust this awareness into the forefront across the country as Wisconsin was recognized as a leader in elder abuse awareness efforts. This team's efforts were recognized by the founding group of national Elder Abuse Awareness efforts.



World Elder Abuse Day, June 2018



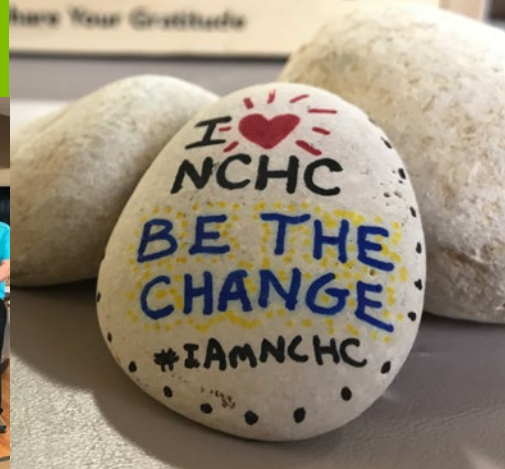


# Person-Centered Service

*It's All About Our Employees!*











## Warm Water Therapeutic Pool *Capital Campaign*

The Warm Water Therapeutic Pool Capital Campaign surpassed the \$3 million goal to raise funds in the community for a new warm water therapeutic pool in Wausau. In September of 2017, the Marathon County Board of Supervisors approved \$3 million in capital funding to build a new Warm Water Therapeutic Pool at NCHC. This approval was contingent upon a Capital Campaign Committee raising another \$3 million in community support by March 1, 2018. The total cost of the therapeutic pool project was estimated at \$6 million. Almost 600 separate pledges came in from community members, local foundations and businesses, totaling just over \$3.2 million to support the Warm Water Therapeutic Pool. In-kind and cash pledges totaled \$3,434,078.

Throughout the capital campaign, Warm Water Works, a community grass-roots advocacy and support group for the pool had been raising funds, sharing information and providing outreach and communication across Central Wisconsin. Warm Water Works held fund raisers at restaurants, stuffed hundreds of envelopes for mailings, held a chili feed, jewelry sale, bake sale and made and sold close to 1,000 homemade pizzas, all to raise money for the pool campaign. Warm Water Works has been instrumental in the success of the campaign.

The NCHC warm water therapeutic pool opened to the community in 1977. Currently, over 1,400 pool users, from babies and children to adults and seniors make over 25,000 visits per year to the pool. In this



Thirty 100 Grand bars measured the success of the campaign along the way.



90 to 92 degree warm-water environment, individuals of all ages receive recovery treatment and care for a wide variety of ailments such as chronic pain, fibromyalgia, arthritis, injuries, neurological and brain disorders, cerebral palsy, Parkinson's disease, Multiple Sclerosis and other disabilities and diseases. Currently over 200 local physicians regularly refer patients for therapy with some patients utilizing the pool on a daily basis to maintain their independence.

Over the next 30 years, a new pool will have the potential to impact at least 40,000 to 50,000 people directly, allowing the new facility to be a self-sustaining and viable health care resource for our Central Wisconsin community. With the opioid crisis our community is facing, the pool has even become a way for physicians to avoid prescribing addictive pain medication. More and more physicians are prescribing warm water therapy.



In 2018 the North Central Health Foundation supported local suicide prevention coalition efforts as well as provided funding for several activities and events for residents, clients and patients at NCHC.

### North Central Health Foundation Board Members

Don Grade, *President*  
Michael Loy, *Ex Officio*  
Gene Davis  
Anne Flaherty  
Ted Fox

William Hess  
Jim Kemerling  
Leland Olkowski  
Beth O'Malley  
Gary Tesch



# Board of Directors

2019

The North Central Community Services Program is a governmental organization established by the counties of Langlade, Lincoln, and Marathon, and is governed by a Board of Directors under Wisconsin State Statutes 51.42/.437 to provide services for individuals with mental illness, alcohol or drug dependency, and developmental disabilities. The Program operates North Central Health Care, with its main campus in Wausau, and centers and offices located in Merrill, Tomahawk, and Antigo.



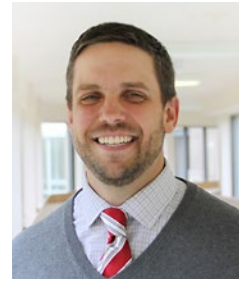
**Norbert Ashbeck**



**Randy Balk**



**Dr. Steve Benson**



**Ben Bliven**



**John Breske**



**Meghan Mattek**



**William Metter**



**Dr. Corrie Norrbom**



**Rick Seefeldt**



**Romey Wagner**



**Robert Weaver**



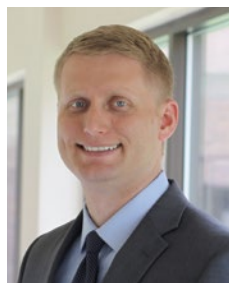
**Theresa Wetzsteon**



**Jeff Zriny**

## Executive Leadership Team

2019



**Michael Loy**  
Chief Executive Officer



**Brenda Glodowski**  
Chief Financial Officer



**Kim Gochanour**  
Nursing Home  
Operations



**Laura Scudiere**  
Human Services  
Operations



**Tom Boutain**  
Information Technology



# North Central Health Care

Person centered. Outcome focused.

## Wausau Campus

715.848.4600  
1100 Lake View Drive  
Wausau, Wisconsin 54403

## Mount View Care Center

715.848.4300  
2400 Marshall Street  
Wausau, Wisconsin 54403

## Merrill Center

715.536.9482  
607 N. Sales Street, Ste. 309  
Merrill, Wisconsin 54452

## Antigo Center

715.627.6694  
1225 Langlade Road  
Antigo, Wisconsin 54409

## Tomahawk Office

715.453.5381  
213 W. Wisconsin Ave  
Tomahawk, Wisconsin 54487

