



North Central Health Care

Person centered. Outcome focused.

OFFICIAL NOTICE AND AGENDA of a meeting of the Board or a Committee
A meeting of the **Human Services Operations Committee** will be held at **North Central Health Care, 1100 Lake View Dr., Wausau, WI, Board Room** at **3:00 p.m.**, on **Thursday, July 16th**, 2015.

(In addition to attendance in person at the location described above, Committee members and the public are invited to attend by telephone conference. Persons wishing to attend the meeting by phone should contact Debbie Osowski at 715-848-4405 by one hour prior to the meeting start time for further instructions.)

AGENDA

1. Call to order
2. Consent Agenda
 - a. Action: approve consent agenda:
 - 1) Minutes of 01/21/15 meeting
 - 2) Financial update
3. Human Services Report
4. Educational session-Clubhouse – Michelle Hazuka
5. Mental health services to the jail
6. Updates:
 - a. Psychiatry update (Gary)
 - b. Aquatic update (Gary)
7. Future items for Committee consideration
8. Adjourn

- If time permits, beginning discussions may take place on future agenda items.
- Action may be taken on any agenda items.
- In the event that any individuals attending this meeting may constitute a quorum of another governmental body, the existence of the quorum shall not constitute a meeting as no action by such body is contemplated.

Signed: /s/Gary Bezucha
Presiding Officer or His Designee

COPY OF NOTICE DISTRIBUTED TO:
Wausau Daily Herald Antigo Daily Journal
Tomahawk Leader Merrill Foto News
Langlade, Lincoln & Marathon County Clerk Offices
DATE 07/10/15 TIME 12:00 P.M.

THIS NOTICE POSTED AT
NORTH CENTRAL HEALTH CARE
DATE 07-10-15 Time 12:00 P.M.
By Debbie Osowski

VIA: X FAX X MAIL

Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call 715-848-4405. For TDD telephone service, call 715-845-4928.

BY: /s/ Debbie Osowski

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM
HUMAN SERVICES OPERATIONS COMMITTEE
MEETING MINUTES**

January 21, 2015

8:00 a.m.

NCHC – Wausau Campus

Present:

X	Nancy Bergstrom	X By phone	Holly Matucheski	X	Greta Rusch
X	Linda Haney	EXC	Scott Parks	X	Lee Shipway
X	Joanne Kelly	EXC	John Robinson		

Also Present: Toni Simonson, Brenda Glodowski, Becky Schultz, Gary Bezucha, Aekta Dassow, Carrie Paisar, Debbie Osowski

The meeting was called to order, roll call was noted and a quorum declared.

Consent Agenda

- **Motion** Bergstrom, 2nd Shipway to approve the consent agenda, which includes the minutes of the 11/6/14 meeting and the financial reports. Motion carried.

Human Services Report

Additional updates to the Human Services report were noted:

- Air quality concerns (high chlorine levels) were expressed by Aquatic Services staff. Maintenance worked on the air handling system in the pool followed by air quality testing by outside consultants. Tests indicated low levels of chlorine and air quality is very good in the pool. Routine testing will continue.
- A team reviewed all policies for Behavioral Health and Ambulatory Detox which resulted in improved processes and a reduction in the number of policies overall.
- A review of clients transferred to other facilities was conducted to determine whether we could be providing services rather than transferring the individuals. Communication will continue with Winnebago and Mendota and processes monitored.
- Clubhouse lease has been signed and the renovation process has started.
- The identified action plan in Crisis is in progress. We have been working with community partners identifying expectations, gaps, and how to improve working relationships.
- Presentation was given by Aekta Dassow, Outpatient Services Director, on the Adult ADHD 12-week program. The program was not able to begin in December due to delays with installing the IVA test on our computers. A pilot program will begin January 26 with our current population and will then be marketed to the community in about a month.
- Evidence showed that the collaborative and regional approach in the Birth to Three program has resulted, for the first time, to be 100% compliant across the tri-county region with the State of Wisconsin.

Psychiatry Update

- We have been successful in the recruitment of a psychiatrist, Dr. Brigitte Espinoza, who is completing her residency in Harvard Health System, Boston. We anticipate she will begin at NCHC in July.

- We continue to work with Merritt Hawkins in recruiting an additional psychiatrist.
- Commitments have been received from four entities (NCHC, Bridge Clinic, Wood and Portage Counties) as it relates to establishing a Psychiatry Residency Program and we continue to explore working relationships with the VA, Marshfield Clinic and Ministry Health.
 - The goal is to submit the application as a training site by the end of this year.

Aquatic Update

- Anticipate a final report from the two consulting firms in the next few weeks.
- Final project should be wrapped up by the end of the year with construction to begin in 2016.
- Information on the project has been well received by most of the major Foundations. Requests for financial support of the project have not yet occurred.

Counseling in the Schools

- Aekta Dassow and Carrie Paisar, Psychotherapist, provided an update on the Counseling in Schools program.
- Conversations about this program are occurring in more schools in the Merrill and Tomahawk areas.
- Feedback from the schools has been positive; school personnel are receptive and accommodating.

Future Meeting Agendas

Motion Haney; 2nd Bergstrom to adjourn at 9:16 a.m. Motion carried.

dko

HUMAN SERVICE OPERATIONS-Update for Human Services Operations Committee 07/16/15

Program	Statistics (census, admissions, discharges, referrals)	Capacity	Projects (activities/prevention work)	Moments of Excellence
Adult Day Services	<p>Adult Day/Prevocational Antigo:</p> <p>36 Current census 1 Discharges 1 Admissions</p> <p>Adult Day Service Wausau:</p> <p>65 Current census 0 Discharges March-April 1 Admissions March-April</p>	<p>Antigo:</p> <p>Capacity is 42 individuals on a daily basis with current staffing patterns.</p> <p>Wausau:</p> <p>Capacity is 63 individuals on a daily basis with current staffing patterns.</p>	<p>Adult Day Service and prevocational services both in Antigo and Wausau in the month of June held their annual Golden K picnic for consumers. The picnic had a large turn out and all participants truly enjoyed the event. They participated in a cook out of hot dogs, chips and ice cream with a popcorn stand, DJ, Dancing, Games, and Bingo.</p> <p>ADS/Prevocational Antigo – Last year program staff began working with the Antigo School District special education on consumer transitioning options. In the past consumers graduating from high school would not have any contact with other services for adulthood until after graduating from school. This often can be very scary for individuals and cause step backs in ability. Currently the program and school are working together with 3 individuals with slow transitioning. This pilot started in the spring of 2014 and continued through 2015 and has proven to decrease the anxiety of individuals transitioning.</p>	<p>Adult Day/Prevocational Service's Antigo over the past few months experienced a high volume of DVR referrals in a short period of time. This was due to a change of DVR counselors in which Antigo Prevoc/ADS works with them cleaning up a back log of PO's on the DVR side. The team showed outstanding team work to service this high referral string with the minimal staffing crew that they have.</p> <p>There efforts paid off closing out over 28 purchase orders successfully resulting in a billing month of \$16,937.10. This included 8 hires showing outstanding results for the consumers we serve.</p>

<p style="text-align: center;">Aquatic Services</p>	<p>April: 52 Physical Therapy 1762 Community Fitt 161 Group Class</p> <p>May: 42 Physical Therapy 1715 Community Fitt 187 Group Class</p> <p>June: 52 Physical Therapy 1902 Community Fitt 134 Group Class</p>	<p>Aquatic Physical Therapy is currently booking out 4 weeks.</p>	<p>Currently we are booking over our 2 week target. Aquatic Physical Therapy is going to hire a contract part-time Physical Therapist. Due to high numbers and changes with preauthorization with insurance companies this will help us meet the demand. This will also help us to see if the increase of Physical Therapy referrals is going to be a continuing trend. After the November vote of the County Board, we hope to have a better understanding of the direction of Aquatic Services.</p> <p>Warm Water Works had a bake sale in June that raised \$1,050.75. They are also planning a brat fry in August. All proceeds from these events will go to the building fund for Aquatic Services.</p>	<p>Warm Water Works still continues to sell Kwik Trip Script Cards and pool towels. The balance of that account is \$9,007.82.</p>
<p style="text-align: center;">BHS/Ambulatory Detoxification</p>	<p>May <u>75</u> Admissions <u>440</u> Patient days</p> <p>June <u>79</u> Admissions <u>420</u> Patient days</p> <p>Average length of stay <u>5.6</u> days</p> <p>Percent occupancy <u>88.1%</u></p>	<p>BHS Capacity: 16 with emergency access up to 20.</p> <p>Provides services for clients ages 13 and above.</p>	<p>Work continues in the electronic health record (EHR) to insure documentation that accurately reflects patient care and progress while meeting all applicable regulatory requirements.</p>	<p>We are in the process of opening the Medically Monitored Treatment Program (MMT) to provide treatment for AODA diagnoses for those clients who have needs beyond what can be met at the outpatient level of care.</p>

<p style="text-align: center;">Birth to Three</p>	<p>(4/1/15-6/30/15)</p> <p>WAUSAU CAMPUS <u>Birth to 3</u> 192 = Enrolled during the 2nd Quarter</p> <p>152=Current Enrollment as of 7/9/15</p> <p>225= Served YTD</p> <p>ANTIGO CENTER <u>Birth to 3</u> 18 = Enrolled during the 2nd Quarter</p> <p>11=Current Enrollment as of 7/9/15</p> <p>22= Served YTD</p> <p>MERRILL CENTER <u>Birth to 3</u> 30 = Enrolled during the 2nd Quarter</p> <p>22=Current Enrollment as of 7/9/15</p> <p>38= Served YTD</p>	<p><u>Birth to 3 Capacity</u> Unlimited</p>	<p>We are working on developing guides for each step of a case beginning with referral and working toward discharge. The goal is for the guides to provide clarification and create consistency in practice.</p> <p>The B-3 annual self-assessment for all three counties is scheduled with DHS in August.</p> <p>We have a new service coordinator starting on 8/10/15. Tracy will be covering the Langlade County cases and the rest of her caseload will be filled with Lincoln County cases.</p>	<p>Tonia Carter has been very helpful/supportive in helping orient me to B-3 Program. The B-3 team has been very welcoming!</p> <p>Carol Rich and Tammy Buchberger have been very helpful in providing support and information related to scanning, billing, prior authorizations, etc.</p> <p>A physician contacted B-3 directly to ask program questions and make referral. During the conversation, the physician indicated that the family could benefit from coaching. This is a great indication that our community partners are recognizing and supporting the primary provider coaching approach.</p>
<p style="text-align: center;">Children's Waiver/Family Support</p>	<p>LANGLADE <u>10</u> CLTS <u>4</u> Family Support <u>8</u> Wait List <u>1</u> Pending Referrals</p> <p>LINCOLN <u>20</u> CLTS <u>1</u> Family Support <u>1</u> Wait List <u>3</u> Pending Referrals</p>		<p>We have hired a new staff to be .5 Lincoln and .5 Langlade who will be trained in CLTS.</p>	<p>Great collaboration with staff transitioning roles (Janelle Hintz to Birth to 3, Michelle Gleason & Erica Huffman learning CLTS).</p>

<p>Clubhouse</p>	<p>115 - Current Active Membership</p> <p>28 - Average Daily Attendance</p> <p>34 - YTD referrals</p>	<p>No wait list</p> <p>Unlimited capacity</p>	<p>We are now fully moved into our new space and enjoying it! If you haven't had the chance to stop in yet - <i>please</i> do. We had an amazing open house and had many people come out to congratulate us as well as fabulous news coverage. It was a great celebration for not only our space but for our accomplishments as a program. The community embraced our decision to increase capacity and increase services - and for me that was the best part of our move.</p> <p>As we settle into our space and move ahead we are even more excited to continue our accomplishments. We plan to expand our employment and community involvement and are making great connections to move us toward this goal.</p> <p>Some things we will be working on include expansion of <i>Evening of Jazz</i> (stay tuned!), expanding our Walk a Mile in Our Shoes to a full 5K, and collaborations with community partnerships.</p>	<p>Stand out sponsors for open house includes:</p> <ul style="list-style-type: none"> • Randy Verhasselt- owner operator Evolutions (commercial kitchen appliance and decorations) • Inner Piece Designs-furniture • Hadley- furniture for entire Community Corner Clubhouse • Delores Kessel family- music for open house • Mid Wisconsin Beverage-pledge for items for future events • Schneck family- donation <p>Most recent community connections we have made include:</p> <ul style="list-style-type: none"> • Marathon County Hunger Coalition- Laura Syring- looking towards future collaborations! • City of Wausau- employment development resulting in possible positions for later this summer! • Wausau area DMV- employment development- resulting in one 20 hr. position! <p style="text-align: center;">Upcoming events:</p> <ul style="list-style-type: none"> • Focus Group scheduled for July 14-- 30 stakeholders identified. Goal is to address access to Community Corner Clubhouse and identify ways to improve referral process. • Youth Focus group- July 24- Pizza party for young members. We hope to identify ways to improve services and re-engage our younger members'. • Waiting to hear back from Community Foundation regarding Wellness Grant- • **Update 6-25-15- We were awarded \$1400.00 for our Wellness Project!
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<p>Community Treatment</p>	<p><u>Census (current):</u></p> <p>Total: <u>400</u></p> <p><u>59</u> Lincoln</p> <p><u>21</u> Youth</p> <p><u>38</u> Adult</p> <p><u>54</u> Langlade</p> <p><u>22</u> Youth</p> <p><u>32</u> Adult</p> <p><u>287</u> Marathon</p> <p><u>59</u> Youth</p> <p><u>52</u> ACT</p> <p><u>0</u> IDDT</p> <p><u>171</u> CCS Adult</p> <p><u>5</u> TCM</p> <p><u>Referrals:</u></p> <p><u>253</u> Total YTD</p> <p><u>107</u> Youth</p> <p><u>136</u> Adult</p> <p><u>45</u> Lincoln</p> <p><u>28</u> Youth</p> <p><u>17</u> Adult</p> <p><u>50</u> Langlade</p> <p><u>31</u> Youth</p> <p><u>19</u> Adult</p> <p><u>148</u> Marathon</p> <p><u>48</u> Youth</p> <p><u>100</u> Adult</p> <p><u>Admissions:</u></p> <p><u>73</u> Total YTD</p> <p><u>30</u> Youth</p> <p><u>43</u> Adult</p>	<p>Community Treatment is accepting youth and adult referrals in all 3 counties.</p> <p>Additional capacity to serve youth has been created with the implementation of the Coordinated Service Team initiative.</p> <p>With the vacancy of our Substance Abuse Counselor position (December 2014) and IDDT case manager (June 2015) we no longer have an IDDT team. We had unsuccessfully recruited for the Substance Abuse Counselor for six months. One caseload was moved to remaining three ACT case managers who now have caseload at or above some CCS case managers (17-18) who continue to accept new admissions. Recruitment for case management position has been successful. Ashley Wilkinson will be starting as an</p>	<p>Youth team projects/ prevention work:</p> <p>Presentation on Community Treatment youth services given to: all psychologists/social workers/counselors of Wausau's elementary and post-secondary schools, DCE school district, Partnership for Youth Committee, Wausau's Head Start, and Langlade's county board. We had a successful fundraiser by selling coupon books. We made about \$1500 for sending kids to summer camps. Our CST program is doing well with all caseloads full and all coordinating committees meeting regularly.</p> <p>With the continuing work of our process improvement project for client satisfaction, we were able to exceed our client satisfaction target within the first month(s) of implementing new techniques and processes.</p> <p>Employee partnership process improvement team also in progress.</p>	<ul style="list-style-type: none"> ▪ Law enforcement in Langlade County speaks very highly of the youth team and has seen a great deal of improvement with youth; i.e. less police contacts. ▪ Wausau's CST coordinating committee now has 4 parents representing. ▪ Haley E. had a successful discharge of a youth who was having daily behavioral interventions last year. ▪ Michelle L. has a client who volunteers at NCHC and the staff have commented on how they appreciate him and his time spent at NCHC. ▪ Gina L. has a youth doing great at Job corps. ▪ 2 new youth staff started last week. <p>An adult consumer, C, was a referral from our inpatient unit with a lengthy stay. She was assigned to our less intensive team and throughout the assessment process, when her needs were better identified, it was determined that she would be better served by the more intensive team, ACT. Prior to the transfer, she was very labile, dissatisfied with services and difficult to engage, presenting with many unmet needs. When transferred to the ACT team, things began to shift and improve for her. The team developed a wrap-around care plan for her and she now had the assistance of several staff members that really focused on her strengths and worked with her on her goals, each with their own specified and focused role in her recovery. She went from not wanting to see any staff, not wanting to take any medications, demanding of services with many phone calls to management with complaints, to looking forward to our visits, taking her medications, advocating for her needs and being active in her own recovery. She is doing well living independently, has connected to an outpatient counselor for therapy to address her trauma background, meeting her goals and working on getting her life back on track. She now has a friend in her apartment building which</p>
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	<u>14</u> Lincoln <u>9</u> Langlade <u>50</u> Marathon	additional ACT case manager on August 10 th . We hope to fully explore and work towards implementing ACT fidelity with our long term goal to develop a functioning IDDT team. Kristin Gilbertson was also hired as a .6 Community Mental Health Tech to assist with the ACT team.		provides a much needed social outlet and some structure for her. She also will begin volunteering with Mount View's gift shop this month to meet her MAPP requirements. This is a moment of excellence for the entire ACT team (case managers, COTA, Techs) who have been able to successfully develop a recovery based approach, work with her barriers and build upon her strengths each while developing a strong, trusting relationship with her. She reportedly is very satisfied with services, loves to see us and making progress towards her goals. This also serves as an example of how the continuum of care can be flexible and fluid to meeting changing consumer needs.
Crisis	May <u>Admissions</u> <u>13</u> Youth Crisis <u>109</u> Mobile Crisis Assessments <u>23</u> CBRF <u>4.0</u> CBRF average census <u>Mobile Crisis Diversions</u> <u>96</u> Total <u>70</u> Adults <u>26</u> Minors June <u>Admissions</u> <u>6</u> Youth Crisis <u>—</u> Mobile Crisis Assessments <u>22</u> CBRF <u>4.2</u> CBRF average census	<u>Occupancy</u> <u>50.4%</u> CBRF <u>41%</u> Youth Crisis <u>Occupancy</u> <u>52.5%</u> CBRF <u>22%</u> Youth Crisis	We are in the process of adding additional staff to provide Mobile Crisis Services 24 hours/day. The additional staff will also allow increased coverage at the Marathon County Jail.	The Crisis CBRF has been renovated and updated to provide 6 beds for the new MMT AODA treatment program in combination with an enhanced 6 bed Crisis Stabilization program.

	<p><u>Mobile Crisis Diversions</u></p> <p>DATA NOT YET AVAILABLE</p> <p>___ Total ___ Adults ___ Minors</p>			
<p>Outpatient (AODA/MH/Psychiatry)</p>	<p>March, 2015</p> <p><u>MH admissions</u></p> <p>72 Wausau 28 Antigo 19 Merrill 0 Tomahawk</p> <p><u>AODA admissions</u></p> <p>57 Wausau 32 Antigo 13 Merrill 4 Tomahawk</p> <p><u>Psychiatry Evaluations</u></p> <p>21 Wausau 5 Antigo 4 Merrill 1 Tomahawk</p> <p><u>OWI Assessments</u></p> <p>60 Wausau 7 Antigo 9 Merrill/Tomahawk</p> <p><u>AODA Day Treatment</u></p> <p>N/A Wausau</p> <p>April, 2015</p> <p><u>MH admissions</u></p> <p>56 Wausau 26 Antigo 27 Merrill 4 Tomahawk</p>	<p>Substance Abuse Day Treatment-as of 6/19/15 there are 9 clients on the wait list which are all scheduled for assessments 1 week prior to a graduation dates of a current clients in Day Treatment.</p>	<p>5 Outpatient Process Improvement teams to be aligned with the department dashboard with each outpatient employee being a member of one team</p> <ul style="list-style-type: none"> Clinical team-(OWI recidivism) Obtaining baseline data for access to complete OWI assessments in light of recent retirement of OWI assessor and current recruitment efforts. People Team- Employee Partnership Action Plan being developed by Outpatient Employees at June 24/25, 2015's monthly department meeting. Service Team- Client satisfaction- Developing strategies to increase return rate of surveys specific to the complexity of the survey considering the mental health and substance abuse population served and surveyed. Community Team Assess access to service – monitor access to service considering vacant therapist positions and add 	<p>After 40 years of employment with North Central Health, Karen Slattery, RN, CSAC retired from her OWI assessor position. Her service to the clients served and the Marathon, Lincoln and Langlade County communities are recognized and appreciated.</p> <p>After 1 year of NCHC's Substance Abuse Day Treatment program being placed on hold due to low referrals, low census, low completion rates, and referrals needing a higher level of care than a 12 hour per week for 6 week program, the day Treatment program re-opened on April 1, 2015. The program had reached capacity of 8 within 7 days of beginning the program. The capacity was extended to 10 clients which is met with a current waitlist. The program curriculum includes interactive journaling, guest speakers, education, and processing to name a few components. There are 6 group facilitators who rotate facilitating group therapy and the required individual therapy is provided by an outpatient therapist to support continuum of care after successful completion. Successful completion rate for first month of admissions (April, 2015) was 55.5% (compared to 2013's year-to-date successful completion rate of 29%).</p>

	<p><u>AODA admissions</u></p> <p>54 Wausau 17 Antigo 12 Merrill 7 Tomahawk</p> <p><u>Psychiatry Evaluations</u></p> <p>12 Wausau 7 Antigo 13 Merrill 2 Tomahawk</p> <p><u>OWI Assessments</u></p> <p>57 Wausau 14 Antigo 14 Merrill/Tomahawk</p> <p><u>AODA Day Treatment</u></p> <p>14 Wausau</p> <p>May, 2015</p> <p><u>MH admissions</u></p> <p>58 Wausau 10 Antigo 19 Merrill 4 Tomahawk</p> <p><u>AODA admissions</u></p> <p>41 Wausau 21 Antigo 15 Merrill 2 Tomahawk</p> <p><u>Psychiatry Evaluations</u></p> <p>27 Wausau 6 Antigo 8 Merrill 1 Tomahawk</p>		<p>OWI assessment access monitoring.</p> <ul style="list-style-type: none"> Finance Team Documentation completion audits and timely billing. Missed appointment policy and procedure review. 	
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	<p><u>OWI Assessments</u></p> <p>28 Wausau 4 Antigo 7 Merrill/Tomahawk</p> <p><u>AODA Day Treatment</u></p> <p>12 Wausau</p>			
<p>Pre-Vocational Services</p>	<p>121 Prevocational Service's Wausau current census</p> <p>2 Admissions</p>	<p>Maximum consumer census fluctuates according to multiple factors of current behavioral levels, one on one consumer requirements, and production needs. Our current contractual agreement requires a 1 to 15 staff to consumer ratio besides any one to one rated consumers. We are currently operating within our contractual agreements.</p>	<p>Prevocational Services and Adult Day Services and Residential are currently working together to improve continuum of care between the service strings for consumers receiving services in multiple program.</p> <p>They are currently working on completing joint services plans and outcomes to improve consistent approach as consistency promotes learning.</p>	<p>Prevocational Service's focus of service is to promote consumers and assist in developing skills to obtain community based employment. As stated many times in the past this was not the standard outcome as most of the lower function individuals we serve viewed this program as their job for life. All staff within the program has worked very hard over the past few years to change this and have had several success stories for long term consumers that initially had no interest in community based employment.</p> <p>In the month of June another individual within this population range of life long members successfully obtained community employment after working through expanding her motivation and focus through our community base explorations program option.</p> <p>Staff worked with family members educating them on options and encouraging them not to put limitations on potential.</p> <p>Staff worked with who we will refer to as JoAnn to increase her work skill, self-confidence, attention to task and problem solving skills. JoAnn has been with the program since 2008 and transitioned to community based options in mid-2014. She then opened to DVR in March of this year and in June she obtained employment with Piggly Wiggly. Starting \$7.25 hour four days a week 9AM to 1PM which is an outstanding achievement for her.</p>
<p>Residential Services</p>	<p>Current Census:</p> <p>31 CBRF 54 Apts. 85 Total</p>	<p>Capacity:</p> <p>CBRF: 34 Apts.: 51</p>	<p>Prevocational Services and Adult Day Services and Residential are currently working together to improve continuum of care between the</p>	<p>Residential program currently has a significant shortage of staffing with several open positions and limited applicants.</p>

	<p><u>Hillcrest CBRF</u> 6 Current 6 Capacity</p> <p><u>Bellwood CBRF</u> 5 Current 6 Capacity</p> <p><u>Heather CBRF:</u> 7 Current 7 Capacity</p> <p><u>Chadwick CBRF:</u> 7 Current 7 Capacity</p> <p><u>Bissell CBRF:</u> 6 Current 6 Capacity</p> <p><u>Jelinek Apt:</u> 20 Current 20 Capacity 0 Wait List</p> <p><u>Fulton Apt:</u> 8 Current 8 Capacity</p> <p><u>River View Apt:</u> 11 Current Varies Capacity 1 Wait List 1 Admission Pending</p> <p><u>Forest Jackson</u> 5 Current Varies Capacity 0 Pending Admissions</p>		<p>service strings for consumers receiving services in multiple program.</p> <p>They are currently working on</p> <p>Completing joint services plans and outcomes to improve consistent approach as consistency promotes learning.</p> <p>Residential is currently working with the Wausau PD in working together on how to address current challenges with the residential population serviced at the Forest Street Location. Residents within this location tend to be a more challenging diverse population that can be disruptive, aggressive, and have regular occurrences of breaking some basic laws; however Wausau PD has challenges reacting due to the lack of community members willing to press charges and the residential staff ability to intervene due to their ability to access community independently. Collaboration on educating residential staff of abilities of staff and PD on basic abilities of the consumer base will be ongoing.</p> <p>Initial training for Care Coordinators began Monday July 6th and will be ongoing over the next few months. Basic documentation and coordination training sessions are scheduled every Monday.</p>	<p>In this time of staffing concern all residential staff has pulled together in working to cover open shifts and to ensure care is provided in a quality manner. All residential staff has been outstanding despite the summer months and vacations to assist.</p>
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Key: AODA = Alcohol & Other Drug Abuse; BHS = Behavioral Health Services; CSP = Community Support Program; CCS = Comprehensive Community Services; OP = Outpatient; MH = Mental Health