



North Central Health Care

Person centered. Outcome focused.

NORTH CENTRAL COMMUNITY SERVICES PROGRAM

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 8:00 a.m., on Wednesday, November 11th, 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 09/09/15 meeting
 - 2) Financial update
3. Human Services Report
4. Updates:
 - a. Psychiatry update (Gary)
 - b. Aquatic update (Gary)
 - c. Residential Services (Toni Kellner)
 - d. Early childhood/intervention services
5. Potential changes and implications to meet Marathon County's outpatient appointment time parameters/request
6. 2016 Committee meeting schedule
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 11/06/15 TIME 1:00 p.m.
 VIA: X FAX X MAIL
 BY: /s/ Debbie Osowski

THIS NOTICE POSTED AT

NORTH CENTRAL HEALTH CARE
 DATE 11-06-15 Time 1:00 p.m.
 By Debbie Osowski

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.

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

September 9, 2015

8:00 a.m.

NCHC – Wausau Campus

Present:

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

Also Present: Toni Simonson, Gary Bezucha, Debbie Osowski, Aekta Dassow, Jennifer Jacobson, Ellen Barker

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

Consent Agenda

- **Motion**/second, Kelly/Shipway, to approve the consent agenda, which includes the minutes of the 7/16/15 meeting and the financial reports. Motion carried.

Human Services Operations Report

- Trauma Informed Care training sessions will be provided by Scott Webb, DHS, for the entire organization. All HSO Committee and Board members are welcome to attend. Dates and times of trainings will be forwarded via email along with a PowerPoint that should be reviewed prior to the sessions.
 - Trauma-Informed Care training focuses on how we interact with people. Using a trauma-informed approach directly correlates with client satisfaction.
- Several group homes in the area have closed recently resulting in our homes receiving many referrals and incurring a large waiting list. We believe the closings are related to the decrease in rates they are receiving from Family Care. CCCW is asking us to help with placement. Situations such as this are impacting our accessibility score on the Dashboard.
 - When Family Care was created it was determined that all DD services must pay for themselves and not to utilize tax levy money to support these services as they are the responsibility of Family Care. Toni Kellner, Director of Residential Services, will be invited to the next meeting for further discussion.
- Aquatic Services also has an accessibility issue, however, we are in the process of hiring a physical therapist. There has also been a significant change with insurance companies requiring services be provided by a physical therapist rather than a physical therapy aide.
- Outpatient clinics and substance abuse services are experiencing accessibility issues as we do not have the employees to deliver the services. We need to hire dual licensed therapists which are difficult to secure. We are contacting the 400 therapists in the state who meet these qualifications to see if any interest can be generated. We may need to consider hiring clinicians and providing the 3000 hours of training to become dual certified.
 - Suggestion made to break down the accessibility measure and summarize by category.
- Medically Monitored Treatment (MMT) program has opened with 6 beds
 - Huge demand for the program. Received 150 calls for treatment in the first week.

- Looking to align an expansion of services to 12 beds (by July 2016) if it makes sense and funding is available.
- An Occupational Therapist has been employed and will be available for the hospital, Crisis CBRF, and MMT.

Psychiatry

- All partners in the Psychiatry Residency Program convened last week.
- Anticipate filing the application in the next few weeks with an accreditation visit by the end of the year.
- A half-time training director has been secured.
- Confident the first class of residents will begin in June 2017.
- Dr. Chan feels there would be a benefit to add a forensic training component into the residency program also.
- Dr. Espinoza's visa situation was finally resolved and she has been working for about a month.

Aquatic Services

- No updates on the physical plant.
- A .75 FTE Physical Therapist is being recruited.

ADHD Program

- Aekta Dassow, Director of Outpatient Services, Jennifer Jacobson, Therapist, and Ellen Barker, Nurse Practitioner, joined the meeting.
- A packet of information that clients receive for the ADHD program was distributed and reviewed.
- The pilot program is currently completing the first cycle of the program. Anticipate the pilot lasting another 3-4 cycles. Will then review results, process issues, overcome barriers, before making any recommendations.
- Adults with ADHD have not had much research in comparison to children with ADHD. Medications only help about 30% of the problem. The comprehensive program is aimed at helping the other 70% and includes working to support clients in connecting with their personal care provider if medical needs are identified.
- Group components are based on cognitive behavioral therapy; 12-week program which meets once per week; 6-8 individuals per group; assignments are given; often times family members will attend but they may not participate as it becomes chaotic; skills are taught i.e. using planners to help stay organized, rewards for completed tasks, etc.; after 12-week program will work with individual's clinician to see if a second session would be beneficial.
- Will be determining ripple effects, proper timing, involve providers, etc. before considering expansion of the program.
- Currently working in Marathon County; considering expansion into Lincoln and Langlade Counties.

Independent/External Evaluation of Crisis Services

- Focal point has recently revolved around crisis services; NCHC image in the community has not been favorable.
- Goals of an evaluation of crisis services: better understanding of NCHC services in the community, involved users of services i.e. private sector behavioral health providers, schools, law enforcement, hospitals; identify strengths and weaknesses, better understanding of the expectations of clients. Group would make recommendations to NCHC, HSOC, and the Board on how to improve services and communicate services to the community.

- Committee agreed a panel should be identified and would like feedback in 3 months
 - Recommendations to lead this group included: Laura Scudiere, Andy Benedetto, Kathy Drenkler, and Dr. Tom Zentner.

Collaboration with Social Services regarding youth services options

- Receiving feedback and discussing needs of youth crisis services with the three county Social Services Directors.
- Consistent theme identified is a need for a place for kids to go who are in crisis or in need of immediate respite. NCHC is able to provide stabilization services but nothing beyond that i.e. placement. Our youth crisis location is not certifiable for placement. The Department of Children and Family Services has stated we can only keep kids up to 24 hours.
- NCHC and Marathon County Social Services will visit a group home in Wood County that has designated several beds for youth crisis. We may have an opportunity to relocate some DD clients in a group home to a different setting which would free up the site for respite/youth crisis. Will keep committee informed.

Future items for Committee consideration

- Interest in community and need for growing mental health needs i.e. Mental Health symposium (bring mental health community together; possibly an outgrowth of crisis services; ongoing meetings; how to get community to embrace issues).

Motion/second, Haney/Matucheski, to adjourn the meeting at 9:29 a.m. Motion carried.

dko

North Central Health Care
Review of 2015 Services
Langlade County

10/24/2015

	2015 September Actual Rev	2015 September Budg Rev	Variance	2015 September Actual Exp	2015 September Budg Exp	Variance	Variance by Program
Direct Services:							
Outpatient Services	\$280,975	\$307,460	(\$26,485)	\$431,667	\$508,649	\$76,982	\$50,496
Psychiatry Services	\$29,389	\$19,013	\$10,377	\$160,482	\$165,327	\$4,845	\$15,222
Community Treatment	\$413,665	\$495,380	(\$81,715)	\$552,941	\$606,394	\$53,453	(\$28,262)
Day Services	\$390,861	\$424,614	(\$33,753)	\$320,473	\$376,815	\$56,342	\$22,589
Children's Services	\$52,903	\$59,754	(\$6,851)	\$162,569	\$122,311	(\$40,258)	(\$47,109)
	\$1,167,793	\$1,306,220	(\$138,427)	\$1,628,132	\$1,779,495	\$151,363	\$12,936
Shared Services:							
Inpatient	\$354,458	\$255,998	\$98,461	\$539,035	\$424,718	(\$114,317)	(\$15,856)
CBRF	\$67,376	\$31,845	\$35,531	\$45,330	\$66,309	\$20,979	\$56,510
Crisis	\$4,594	\$5,696	(\$1,102)	\$43,216	\$39,878	(\$3,339)	(\$4,441)
AODA Day Hospital	\$5,868	\$8,910	(\$3,042)	\$6,434	\$15,408	\$8,974	\$5,932
Protective Services	\$18,766	\$18,728	\$39	\$43,665	\$46,255	\$2,590	\$2,628
Birth To Three	\$48,997	\$97,814	(\$48,817)	\$88,439	\$182,711	\$94,272	\$45,455
Group Homes	\$98,915	\$101,751	(\$2,836)	\$96,893	\$106,370	\$9,477	\$6,641
Supported Apartments	\$116,905	\$117,818	(\$913)	\$107,928	\$111,429	\$3,501	\$2,588
Contract Services	\$6,033	\$0	\$6,033	\$120,181	\$57,899	(\$62,282)	(\$56,249)
	\$721,912	\$638,559	\$83,353	\$1,091,121	\$1,050,977	(\$40,145)	\$43,209
Totals	\$1,889,705	\$1,944,779	(\$55,074)	\$2,719,253	\$2,830,472	\$111,219	\$56,144
Base County Allocation	\$659,417	\$659,417	(\$0)				(\$0)
Nonoperating Revenue	\$2,740	\$2,777	(\$37)				(\$37)
County Appropriation	\$223,500	\$223,500	\$0				\$0
Excess Revenue/(Expense)	\$2,775,362	\$2,830,473	(\$55,111)	\$2,719,253	\$2,830,473	\$111,219	\$56,107

North Central Health Care
 Review of 2015 Services
 Lincoln County

10/24/2015

Direct Services:	2015	2015	Variance	2015	2015	Variance	Variance By Program
	September	September		September	September		
	Actual Rev	Budget Rev		Actual Exp	Budg Exp		
Outpatient Services	\$244,695	\$331,671	(\$86,976)	\$358,420	\$469,899	\$111,479	\$24,503
Lincoln Psychiatry Services	\$35,055	\$34,345	\$710	\$151,115	\$258,323	\$107,208	\$107,919
Community Treatment	\$418,093	\$489,953	(\$71,860)	\$611,472	\$640,416	\$28,944	(\$42,916)
Children's Services	\$59,809	\$49,882	\$9,927	\$154,681	\$143,894	(\$10,788)	(\$860)
	\$757,652	\$905,851	(\$148,199)	\$1,275,688	\$1,512,532	\$236,844	\$88,645
Shared Services:							
Inpatient	\$515,571	\$372,360	\$143,211	\$784,051	\$617,772	(\$166,279)	(\$23,068)
CBRF	\$98,001	\$46,320	\$51,681	\$65,935	\$96,450	\$30,515	\$82,196
Crisis	\$4,594	\$5,696	(\$1,102)	\$43,216	\$39,878	(\$3,339)	(\$4,441)
AODA Day Hospital	\$8,535	\$12,960	(\$4,425)	\$9,359	\$22,412	\$13,053	\$8,628
Protective Services	\$27,296	\$27,240	\$56	\$63,513	\$67,280	\$3,767	\$3,823
Birth To Three	\$83,703	\$69,699	\$14,004	\$151,083	\$136,562	(\$14,521)	(\$517)
Apartments	\$36,464	\$36,749	(\$285)	\$33,664	\$34,756	\$1,092	\$807
Contract Services	\$8,547	\$0	\$8,547	\$174,808	\$84,217	(\$90,591)	(\$82,044)
	\$782,711	\$571,024	\$211,687	\$1,325,629	\$1,099,326	(\$226,303)	(\$14,616)
Totals	\$1,540,363	\$1,476,875	\$63,489	\$2,601,317	\$2,611,858	\$10,541	\$74,029
Base County Allocation	\$626,786	\$626,786	\$1				\$1
Nonoperating Revenue	\$3,667	\$3,851	(\$184)				(\$184)
County Appropriation	\$504,347	\$504,347	(\$0)				(\$0)
Excess Revenue (Expense)	\$2,675,163	\$2,611,858	\$63,305	\$2,601,317	\$2,611,858	\$10,541	\$73,846

	2015			2015			Variance by Program
	September Actual Rev	September Budget Rev	Variance	September Actual Exp	September Budget Exp	Variance	
Direct Services:							
Outpatient Services	\$666,090	\$950,100	(\$284,010)	\$1,135,329	\$1,923,863	\$788,534	\$504,524
Psychiatry Services	\$209,019	\$244,879	(\$35,860)	\$934,002	\$1,313,366	\$379,364	\$343,505
Community Treatment	\$2,349,786	\$2,662,847	(\$313,061)	\$3,524,032	\$3,531,853	\$7,821	(\$305,241)
Day Services	\$1,342,074	\$1,324,690	\$17,384	\$1,282,421	\$1,348,241	\$65,820	\$83,205
Clubhouse	\$221,965	\$220,385	\$1,580	\$361,025	\$336,635	(\$24,390)	(\$22,810)
Demand Transportation	\$303,402	\$329,039	(\$25,637)	\$296,706	\$329,039	\$32,333	\$6,696
Leased Space	\$170,508	\$179,475	(\$8,967)	\$194,683	\$210,780	\$16,097	\$7,130
Aquatic Services	\$502,083	\$514,425	(\$12,342)	\$521,043	\$514,425	(\$6,618)	(\$18,960)
Lakeside Recovery	\$292	\$36,500	(\$36,208)	\$41,718	\$142,343	\$100,625	\$64,417
	\$5,765,219	\$6,462,340	(\$697,121)	\$8,290,959	\$9,650,544	\$1,359,585	\$662,465
Shared Services:							
Inpatient	\$2,352,292	\$1,698,893	\$653,400	\$3,577,231	\$2,818,586	(\$758,646)	(\$105,246)
CBRF	\$447,131	\$211,335	\$235,796	\$300,827	\$440,053	\$139,226	\$375,022
Crisis Services	\$82,693	\$102,533	(\$19,840)	\$777,888	\$717,794	(\$60,095)	(\$79,934)
AODA Day Hospital	\$38,939	\$59,130	(\$20,191)	\$42,698	\$102,256	\$59,558	\$39,367
Protective Services	\$124,540	\$124,283	\$258	\$289,780	\$306,964	\$17,184	\$17,441
Birth To Three	\$512,015	\$500,195	\$11,820	\$924,188	\$974,770	\$50,582	\$62,402
Group Homes	\$1,551,833	\$1,596,324	(\$44,491)	\$1,520,113	\$1,668,788	\$148,675	\$104,184
Supported Apartments	\$1,688,049	\$1,701,233	(\$13,184)	\$1,558,425	\$1,608,980	\$50,555	\$37,371
Contracted Services	\$35,696	\$0	\$35,696	\$797,563	\$384,239	(\$413,324)	(\$377,628)
	\$6,833,188	\$5,993,925	\$803,567	\$9,788,713	\$9,022,429	(\$766,284)	\$72,979
Totals	\$12,598,407	\$12,456,265	\$106,447	\$18,079,672	\$18,672,973	\$593,301	\$735,443
Base County Allocation	\$1,639,339	\$1,639,874	(\$535)				(\$535)
Nonoperating Revenue	\$50,477	\$60,874	(\$10,397)				(\$10,397)
County Appropriation	\$4,623,245	\$4,515,961	\$107,284				\$107,284
Excess Revenue/(Expense)	\$18,911,468	\$18,672,973	\$202,799	\$18,079,672	\$18,672,973	\$593,301	\$831,796

HUMAN SERVICE OPERATIONS - Update for Human Services Operations Committee 11/11/15

Program	Statistics (census, admissions, discharges, referrals)	Capacity	Projects (activities/prevention work)	Moments of Excellence
Adult Day Services	<p>Adult Day/Prevocational Antigo:</p> <p><u>36</u> Current census <u>0</u> Discharges <u>0</u> Admissions</p> <p>Adult Day Service Wausau:</p> <p><u>63</u> Current census <u>0</u> Discharges <u>0</u> Admissions</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>ADS in October expanded their community volunteer program, initiating an additional site at Stable Hands. Prevocational Services currently utilizes site as a work learning experience. ADS focus is more on the social aspect of volunteers to work on relationship development and motivation. While Prevoc is skill orientated, residents in both options truly like the opportunity and have excelled.</p>	<p>A client who attended the Day Service Program and also lived within our residential program recently went through some significant health challenges. This individual had a sinus infection that affected his mobility and stimulated significant behaviors that were resulting in personal injury and a few crisis stays. He was sent home a few times without improvement. Upon his discharge from the hospital he was unable to return to his previous home due to physical and mental issues and was discharged with a need for one on one care during awake hours. ADS staff who have worked with this individual for years and were well cultured to manage and troubleshoot his behavioral episodes jumped to the task. They volunteered, and have been covering all pm staff and have assisted in the successful transfer for this individual to an apartment setting. They continue to work with residential staff on approaches to stabilize behavioral concerns. This is a true example of two departments working together to meet the needs of the population they serve in the best way possible.</p>
Aquatic Services	<p>August:</p> <p><u>61</u> Physical Therapy <u>1829</u> Community/Family Fitt <u>205</u> Group Class</p> <p>September:</p> <p><u>44</u> Physical Therapy <u>1937</u> Community/Family Fitt <u>215</u> Group Class</p>	<p>Aquatic Physical Therapy is currently booking out 2 weeks.</p>	<p>We are still looking to hire or contract with a part-time Physical Therapist.</p> <p>Warm Water Works is planning a bake sale on November 18th at NCHC in the Aquatic lobby. All proceeds will go towards the building fund. Currently donated funds total \$10,010.07.</p>	<p>Marathon County Finance Committee met on October 22nd. 45 pool patrons attended that meeting; a few provided testimonials.</p> <p>On October 13 the Aquatic Services Manger presented the program to Southside Business Association at Birchwood Highlands in Weston; 50 businesses attended the luncheon.</p>

<p align="center">BHS/Ambulatory Detoxification</p>	<p>September: <u>79</u> Admissions <u>420</u> Patient days</p> <p>October: <u>81</u> Admissions <u>428</u> Patient days</p> <p>YTD Average length of stay <u>5.5</u> days</p> <p>YTD Percent occupancy <u>87.8%</u></p>	<p>BHS Capacity: 16 with emergency access up to 20.</p> <p>Provides services for clients ages 13 and above.</p>		
<p align="center">Birth to Three</p>	<p>MARATHON: <u>149</u> Currently Enrolled <u>276</u> Served YTD (Through 10/31/15)</p> <p>LANGLADE <u>12</u> Currently Enrolled <u>28</u> Served YTD (Through 10/31/15)</p> <p>LINCOLN <u>28</u> Currently Enrolled <u>49</u> Served YTD (Through 10/31/15)</p>	<p>Unlimited Capacity</p>	<p>-Birth-3 Manager was asked to speak to a mom's group in Antigo about developmental milestones and when to seek services. This is scheduled for 11/19/15.</p> <p>-Birth-3 staff met with Head Start staff in Antigo and Social Services staff in Lincoln and Langlade Counties. We are working to develop a MOU to ensure ongoing collaboration and communication.</p> <p>-We are in the process of recruiting for an OT and SLP.</p> <p>-Interagency meetings are occurring between November and January to discuss the transition process from Birth-3 services to school. These meetings involve all school districts in Marathon, Lincoln and Langlade Counties.</p>	<p>-Susan Lisch and Anne Winter received a thank you letter from a family after discharge. The letter stated: <i>I think the service Birth to Three provides is great. Coming to families homes sure takes a burden off of the so many visits to a clinic that families with early babies go through. It was great that we were able to just meet at my home. M is doing great; progressing right along and she wouldn't be where she is today if it wasn't for her pediatrician's push for me to sign her up and of course my action to get Birth to Three into our home to help her.</i></p>

<p>Children's Waiver/Family Support</p>	<p>LANGLADE <u>17</u> CLTS <u>5</u> Family Support</p> <p>LINCOLN <u>35</u> CLTS <u>3</u> Family Support</p>	<p>A wait list has been started in Lincoln and Langlade Counties.</p>	<p>See Community Treatment</p>	<p>See Community Treatment</p>
<p>Clubhouse</p>	<p><u>126</u> Current Active Membership</p> <p><u>30</u> Average Daily Attendance</p> <p><u>60</u> YTD tours</p>	<p>No wait list</p> <p>Unlimited capacity</p>	<p>Clubhouse has met with over 30 stakeholders from the Wausau community to address access to services.</p> <p>Community Corner Clubhouse is looking to streamline onboarding of new members and wants to be the open door to services. Stakeholders have shared some concerns about wait times to get into programs and would like services to address decreased wait times, paperwork, and confusion regarding how to access services.</p> <p>Community Corner Clubhouse plans to take information regarding input and implement changes by December of this year.</p>	<p>Community Corner Clubhouse held its 2nd annual fundraiser Evening of Jazz October 6 at the Rothschild Pavilion.</p> <p>We were very excited to offer this opportunity for our community to enjoy local cuisine, talent and commerce. Community Corner Clubhouse understands the importance that community plays in everyone's life, and for those living with mental illness community involvement and support plays a special role in recovery, growth and each individual's journey toward a fulfilling life.</p> <p>New for 2015, we invited in local restaurants, chefs, wineries, brew pubs and more to share their local flair. Throughout the night, local musicians from DC Everest Middle School Jazz Band entertained us with their soul-soothing jazz. A silent auction and raffle were also new and we had over 50 donors help make our auction great.</p> <p>We rose over \$15,000! This money will be used to offset our reduction in county levy funding for this year!!</p> <p>Sponsors for this year included:</p> <ul style="list-style-type: none"> ▪ Marathon Credit Union ▪ Wipfli ▪ Ministry ▪ EO Johnson ▪ Riiser Energy ▪ Abby Bank ▪ Wausau Tax and Accounting ▪ John and Bonnie Meerschaert

<p style="text-align: center;">Community Treatment</p>	<p><u>Census (current served by NCHC CT):</u></p> <p>Total: 427</p> <p><u>71</u> Lincoln <u>32</u> Youth <u>39</u> Adult</p> <p><u>57</u> Langlade <u>23</u> Youth <u>34</u> Adult</p> <p><u>299</u> Marathon <u>59</u> Youth <u>53</u> ACT <u>183</u> CCS Adult <u>4</u> TCM</p> <p><u>Referrals:</u></p> <p><u>347</u> Total YTD <u>147</u> Youth <u>200</u> Adult</p> <p><u>66</u> Lincoln <u>44</u> Youth <u>22</u> Adult</p> <p><u>55</u> Langlade <u>33</u> Youth <u>22</u> Adult</p> <p><u>226</u> Marathon <u>70</u> Youth <u>156</u> Adult</p> <p><u>Admissions:</u></p> <p><u>119</u> Total YTD <u>44</u> Youth <u>75</u> Adult</p>	<p>Community Treatment is accepting youth and adult referrals in all 3 counties.</p> <p>Consumers without Medicaid are not being served in Marathon or Lincoln Counties unless they are referred by Behavioral Health Services.</p>	<p>The Langlade County youth team attended the Safe Night Out event where they distributed information about available services to attendees.</p>	<p>Langlade County Law Enforcement said that the youth services through Community Treatment are “awesome.” Police Captain indicates that officers are seeing less of certain families because of Community Treatment involvement. He explained that mental health services are better than ever in Langlade County because of the addition of Community Treatment (with staff Rachel Lambert and Brook Kickhaver being recognized by name).</p> <p>Sometimes it appears that some services provided through Community Treatment are not really treatment at all. Part of our role is to find creative ways to build relationships with our consumers and to work on skill building and development in a non-traditional way.</p> <p>The following is from an email from one of our Service Facilitators, Kari Pfender, where she describes how a simple outing was helpful to a consumer:</p> <p>“I met J downtown today. He is my consumer that does not go anywhere because of his social anxiety and fears. One of his goals is to be able to cope with the anxiety and go places. We met at Burger King, walked through the mall and had coffee at Allister Deacons. J was so nervous and after a while started going in stores (and even purchased some sun glasses). He ordered his own coffee, and talked my ear off for an hour. When we were leaving, he got really serious and told me that he has not purchased something in a real store in over 3 years (only shops online) and he was very proud of himself. His mood was 100% different after purchasing the sun glasses. The things we do every day and take for granted, are the things that can be the start of a life change for our consumer.”</p>

	<u>15</u> Lincoln <u>23</u> Langlade <u>81</u> Marathon			
Crisis	September <u>Admissions</u> <u>6</u> Youth Crisis <u>101</u> Mobile Crisis Assessments <u>22</u> CBRF <u>4.2</u> CBRF ave. census <u>Mobile Crisis Diversions</u> <u>77</u> Total <u>70</u> Adults <u>7</u> Minors October <u>Admissions</u> <u>5</u> Youth Crisis <u>138</u> Mobile Crisis Assessments <u>25</u> CBRF <u>3.2</u> CBRF average census <u>Mobile Crisis Diversions</u> <u>87</u> Total <u>76</u> Adults <u>11</u> Minors	<u>Occupancy</u> <u>52.5</u> CBRF <u>20</u> Youth Crisis <u>Occupancy</u> <u>39.5</u> CBRF <u>16.1</u> Youth Crisis July Mobile Crisis statistics include 20 episodes of services provided in the county jails. This is a new statistic that will be reflected in future reports.		
Outpatient (AODA/MH/Psychiatry)	July, 2015 <u>MH admissions</u> <u>66</u> Wausau <u>16</u> Antigo <u>21</u> Merrill <u>2</u> Tomahawk	12 individuals on wait list for Substance Abuse Day Treatment Program as of 10/26/15. Seven individuals have start dates established.	6 Outpatient Process Improvement teams to be aligned with the department dashboard with each outpatient employee being a member of one team <ul style="list-style-type: none"> Clinical team-(OWI recidivism) Obtaining baseline data for access to 	Dr. Jon Snider (licensed psychologist with forensic population) joined NCHC-Outpatient Services on Monday, October 12, 2015. Dr. Snider will be providing mental health services in the Marathon County jail alongside LaureAnn Blanchard.

	<p><u>AODA admissions</u></p> <p><u>59</u> Wausau <u>18</u> Antigo <u>9</u> Merrill <u>9</u> Tomahawk</p> <p><u>Psychiatry Evaluations</u></p> <p><u>36</u> Wausau <u>4</u> Antigo <u>6</u> Merrill <u>2</u> Tomahawk</p> <p><u>OWI Assessments</u></p> <p><u>63</u> Wausau <u>5</u> Antigo <u>11</u> Merrill/Tomahawk</p> <p><u>AODA Day Treatment</u></p> <p><u>10</u> Wausau</p> <p>August, 2015</p> <p><u>MH admissions</u></p> <p><u>71</u> Wausau <u>21</u> Antigo <u>19</u> Merrill <u>2</u> Tomahawk</p> <p><u>AODA admissions</u></p> <p><u>52</u> Wausau <u>8</u> Antigo <u>17</u> Merrill <u>12</u> Tomahawk</p> <p><u>Psychiatry Evaluations</u></p> <p><u>45</u> Wausau <u>2</u> Antigo <u>10</u> Merrill <u>3</u> Tomahawk</p>		<p>complete OWI assessments. Implementing practice management strategies to ensure individuals scheduled for a pretrial in Marathon County are scheduled for OWI assessments before pretrial date.</p> <ul style="list-style-type: none"> • People Team- Employee Partnership Action Plan. Implemented solution focused rapid cycle pilot at 3 OP locations. Team will be evaluating outcome of pilots. • Service Team- Client satisfaction-Aligning team with STAR-QI project. Will be identifying employee key phrases, department key opportunity, and discuss leader rounding. • Community Team Assess access to service – monitor access to service considering vacant therapist positions and add OWI assessment access monitoring. Proposed (still in discussions) to develop tracking tool using the September, 2015 Driver Safety Plan referrals for Outpatient Wausau Campus. • Finance Team Documentation completion audits and timely billing. Developing a process to educate providers on 	
--	---	--	--	--

	<p><u>OWI Assessments</u></p> <p><u>46</u> Wausau <u>9</u> Antigo <u>13</u> Merrill/Tomahawk</p> <p><u>AODA Day Treatment</u></p> <p><u>16</u> Wausau</p> <p>September, 2015</p> <p><u>MH admissions</u></p> <p><u>58</u> Wausau <u>17</u> Antigo <u>17</u> Merrill <u>5</u> Tomahawk</p> <p><u>AODA admissions</u></p> <p><u>57</u> Wausau <u>8</u> Antigo <u>21</u> Merrill <u>9</u> Tomahawk</p> <p><u>Psychiatry Evaluations</u></p> <p><u>47</u> Wausau <u>6</u> Antigo <u>1</u> Merrill <u>3</u> Tomahawk</p> <p><u>OWI Assessments</u></p> <p><u>75</u> Wausau <u>5</u> Antigo <u>14</u> Merrill/Tomahawk</p> <p><u>AODA Day Treatment</u></p> <p><u>10</u> Wausau</p>		<p>productivity reports</p> <ul style="list-style-type: none"> • No Show Team – Establishing strategies to decrease no shows for therapy and medication appointments. Revising missed appointment policy. Collaborating with Probation & Parole in discussions and development of strategies for client population in on Probation & Parole. 	
--	--	--	---	--

<p align="center">Pre-Vocational Services</p>	<p><u>114</u> Prevocational Service's Wausau current census</p> <p><u>4</u> Discharges 2 due to clients moving out of the county for housing and 2 successfully obtaining community employment</p> <p><u>5</u> SEP Long Term Support (Individuals hired for competitive wages in community jobs under long term support)</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 is currently collaborating with the Wausau West High School Engendering Class to develop adaptive devices for individuals to increase their independence in job specific tasks.</p> <p>In addition Prevocational Services and ADS are currently in the planning process and reservations for their annual Holiday party for clients of the Prevoc and ADS programs and their house mates. The Event is schedule Dec 3rd at Dales Weston Lanes. DJ Services provided by Magical Nights and there will be the annual Holiday Spread of snacks and soda.</p>	
<p align="center">Residential Services</p>	<p>Current Census: <u>33</u> CBRF <u>57</u> Apts. <u>90</u> Total</p> <p>Hillcrest CBRF <u>7</u> Current <u>7</u> Capacity</p> <p>Bellwood CBRF <u>6</u> Current <u>6</u> Capacity</p> <p>Heather CBRF: <u>7</u> Current <u>7</u> Capacity</p> <p>Chadwick CBRF: <u>7</u> Current</p>	<p><u>Capacity:</u></p> <p>CBRF: 33 Apts.: Varies</p>	<p>We are currently in process of the annual Voyagers for Growth trips for residents in Residential Services. Their first trip was at the Wade House for a weekend of exhibits and a civil war re-enactment. Fourteen clients and staff really enjoyed the activity. The second group went to Coloma WI, to the Claussen Family Music Show and dinner. There were a total of 12 residents in attendance. The 3rd trip left on Nov 1st for five fun filled days in Arizona exploring the Grand Canyon and Sedona with 12 residents in attendance. This is the first year residential services has planned the trips entirely without the assistance</p>	<p>Residential staff at Bellewood, Forest, and Fulton have done a excellent job with being flexible and accommodating to client moves and changes related to the community housing shortages for the DD population. We have experienced several client moves due to homes closing to attempt to absorb as many individuals in need of support for both permanent placement options and short term options.</p> <p>Staff has gone over and beyond - coming in for last minute trainings, quick admissions, and assisting with client moves and meeting there needs. NCHC maintenance has also gone over and beyond to assist with moving furniture and supplies with just a day's notice. Everyone involved has done an excellent job which prevents a couple of individuals from have to leave the county and distance between their families.</p>

	<p><u>7</u> Capacity</p> <p><u>Bissell CBRF:</u> <u>6</u> Current <u>6</u> Capacity</p> <p><u>Jelinek Apt:</u> <u>21</u> Current <u>21</u> Capacity <u>0</u> Wait List</p> <p><u>Fulton Apt:</u> <u>9</u> Current <u>9</u> Capacity</p> <p><u>River View Apt:</u> <u>11</u> Current <u>Varies</u> Capacity <u>1</u> Wait List</p> <p><u>Forest Jackson</u> <u>16</u> Current <u>Varies</u> Capacity</p>		<p>of a specialized travel agent, and to date is showing significant savings and allowing more options for activities on the trips.</p> <p>The remaining trips for 2015 are Nashville, scheduled to occur in Nov and the Twin Cities for the Holi-dazzle event in Dec.</p> <p>In addition Residential Services is working to moving the Bellwood CBRF to a new location on Andrea Street in Weston. Quotes for the sprinkler system and alarm system have been obtained and we are in the process of completing the required application and processes for licensure.</p> <p>Residential continues to experience consistent referrals and is at full capacity with the exception of the CSL service line.</p>	
--	--	--	---	--

Key: ADS – Adult Day Services; AODA = Alcohol & Other Drug Abuse; BHS = Behavioral Health Services; CSP = Community Support Program; CCS = Comprehensive Community Services; OP = Outpatient; MH = Mental Health