

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 **10:30 a.m.**, on **Friday, June 10th**, 2016.

(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- Action: Approval of the Consent Agenda
 - a. Approval of 5/13/16 HSOC meeting minutes
 - b. Accept the Financial Report
3. Review Human Services Outcome Reporting
 - a. Outcome Data Review
 - b. Crisis Services Update and Data Review
4. Review Human Services Operations Committee Charter
 - a. Action: Approve Committee Charter, Work Plan and Objectives
5. Juvenile Criminal Justice Discussion
6. Future items for committee consideration
7. 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/Michael Loy
Presiding Officer or His Designee

COPY OF NOTICE DISTRIBUTED TO:
Wausau Daily Herald Antigo Daily Journal
Tomahawk LeaderMerrill Foto News
Langlade, Lincoln & Marathon County Clerk Offices
DATE 06/02/16 TIME 4:00 p.m.
VIA: X FAX X MAIL
BY: Debbie Osowski

THIS NOTICE POSTED AT
NORTH CENTRAL HEALTH CARE
DATE 06-02-16 Time 4:00 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**

May 13, 2016

10:30 a.m.

NCHC – Wausau Campus

Present:

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

Others Present: Michael Loy, Kim Gochanour, Laura Scudiere, Becky Schultz, Toni Kellner, Michelle Hazuka, Ben Bliven

The meeting was called to order at 10:36 a.m., roll call noted, and a quorum declared.

Consent Agenda

- **Motion/second**, Shipway/Parks, to approve the consent agenda which includes the 4/8/16 Human Services Operations Committee minutes and the financial report. Motion carried.

Crisis Structure Modification Proposal

- Phase II of Crisis Structure Modification Proposal distributed to committee, discussed, and reviewed by members.
- Reviewed current FTE Crisis Workers allotment and proposed FTE status re-structure.
- New model would include the requisition of: Behavioral Health Service Line Director, RN Case Manager, and Law Enforcement Liaison. Discussed other FTE position implementation requests that included the development of a transportation program to assist patients, implementation of crisis shift team leads, a clinical on-call staff and program, and youth crisis stabilization staff.
- Discussed benefit of minimization of diversions that would be a direct result of approval of new staffing re-structuring.
- Reviewed rationale for implementing a larger scale care model being centered on laying a solid and correct foundation for HSO programs. Stated that increased supervision for crisis workers, additional staff and clinical case management is necessary to ensure that the next phase of crisis design can be completed.
- Discussed an example of direct measurable items of potential outcomes, outputs and timelines of approval of Crisis Structure Modification Proposal. Presented formalized listing of outcomes, outputs and timelines to committee.
- Committee requested to include outcomes, outputs and timelines with the proposal to the Board to further detail the model.
- **Motion/second**, Shipway/Haney, to approve the Crisis Structure Modification Proposal for consideration by the Board. Motion carried.

5-Year Facilities Capital Plan

- Discussed 5-Year Facilities Capital Plan that was further detailed in the committee packet. Reviewed purpose, background and recommendation, potential costs and timelines. Also reviewed a summary of current Marathon County capital project requests and capital improvement project forecast for future program years.

- Discussed 5 main objectives:
 - Provide facilities that enable more efficient clinical operations to enhance health outcomes
 - Plan facilities that enable optimum care for a growing population
 - Invest wisely in future flexibility for changes yet to come
 - Clearly balance first cost versus life-cycle costs
 - Operate and maintain facilities more efficiently
- Discussed future potential for Adult Day Services program relocation, which will be critical to provide for main campus expansion for Behavioral Health Services.
- Reviewed division of North Central Health Care major project area into a number of workable parts in the scope of the 5-year Facilities Capital Plan which include:
 - Health Care Center (Administration, Community Treatment, Outpatient, Behavioral Health Services and Legacies Dementia units)
 - Mount View Care Center (Post-Acute Care, Long-term Care)
 - Lake View Center (Pool, Health Department, ADRC)
 - Lake View Professional Plaza (CCCW, Special Education)
- **Motion/second**, Bergstrom/Haney, to approve the 5-Year Facilities Capital Plan for recommendation to the Board. Motion carried.

Human Services Outcome Reporting Review

- Discussed transition task force put in place with Marathon County's initiative to dissolve the tri-county agreement with North Central Health Care.
- At this time, the question that will be reviewed by the Marathon County Board in September for vote is: "Does the current governance structure best serve the residents of Marathon County?"
- Discussed the priority-based budgeting that Marathon County is reviewing to create a hierarchy of priorities.

Operational Changes Review

- Reviewed Community Corner Clubhouse Hope House Concept. Discussed goal of looking at ways of best supporting membership and participants by diversifying services such as a supported housing opportunity, which prompted the idea of Community Corner Clubhouse Hope House.
 - Hope House will reflect the Oxford House (self-governing) model for clients in a current sobriety recovery process.
 - Community partners have taken on cost and some of the liability of the Hope House.
 - Hope House is set to open June 1st 2016. Open house May 25th 4pm-5:30 p.m. Invitations will be emailed to committee.
 - Hope House is a 5 bedroom, 3 bathroom facility with laundry on-site. Male and female residents of age 18 or older are welcome and residents must pay rent of \$450 per month. Residency will be reviewed regularly. Program is an effort to eventually move residents to independent living. Hope House is not meant for a long-term living solution.
 - Within 30 days of residents moving into Hope House, residents must have a sponsor.
 - Goal of Clubhouse is to pilot Hope House program for one year.
- Reviewed Residential Services Bellewood CBRF Facility Transition to Andrea Street. Toni Kellner presented an overview of the CBRF expansion.

- Discussed renovations needed to progress.
- DHS 83 required that buildings meet CBRF regulations, therefore renovations were needed.
- Andrea Street property requires renovations with a cost impact of \$25,693.00 for total start-up cost (cost does not include paying the duplicate rental fee while the renovations are occurring).
- Andrea Street projects for a profit margin of \$14,674.00 monthly.
- Overall operating margin would increase by about \$114,300 annually to transition from Bellewood CBRF facility to Andrea Street facility.

Human Services Operations Committee Charter Review

- Due to the interest of time the Human Services Operations Committee Charter, Work Plan and Objectives will be reviewed and placed for motion at the next committee meeting.

Future Items for Committee Consideration

- Human Services Operations Committee charter review

Motion/second, Parks/Haney, to adjourn at 12:40 p.m. Motion carried.

KCC

North Central Health Care
Review of 2016 Services
Langlade County

Direct Services:	2016	2016	Variance	2016	2016	Variance	Variance by Program
	April	April		April	April		
	Actual Rev	Budg Rev		Actual Exp	Budg Exp		
Outpatient Services	\$105,785	\$152,544	(\$46,759)	\$149,928	\$216,993	\$67,065	\$20,306
Psychiatry Services	\$15,244	\$8,834	\$6,410	\$71,744	\$68,090	(\$3,654)	\$2,756
Community Treatment	\$286,204	\$284,019	\$2,185	\$297,293	\$351,683	\$54,390	\$56,575
Day Services	\$147,856	\$158,673	(\$10,817)	\$160,276	\$158,673	(\$1,603)	(\$12,420)
	\$555,089	\$604,070	(\$48,981)	\$679,241	\$795,440	\$116,199	\$67,218
Shared Services:							
Inpatient	\$160,222	\$141,365	\$18,857	\$290,537	\$216,664	(\$73,873)	(\$55,015)
CBRF	\$22,979	\$28,297	(\$5,318)	\$22,729	\$23,708	\$979	(\$4,339)
Crisis	\$3,118	\$6,220	(\$3,102)	\$29,004	\$58,766	\$29,762	\$26,660
AODA Day Hospital	\$3,741	\$4,063	(\$322)	\$3,326	\$6,876	\$3,550	\$3,227
Protective Services	\$9,701	\$8,317	\$1,384	\$19,424	\$20,632	\$1,208	\$2,592
Birth To Three	\$19,723	\$44,762	(\$25,039)	\$39,452	\$82,448	\$42,996	\$17,956
Group Homes	\$69,510	\$44,695	\$24,815	\$71,637	\$44,695	(\$26,942)	(\$2,127)
Supported Apartments	\$16,878	\$50,210	(\$33,332)	\$15,893	\$50,210	\$34,317	\$985
Contract Services	\$0	\$0	\$0	\$54,576	\$35,029	(\$19,547)	(\$19,547)
	\$305,872	\$327,929	(\$22,057)	\$546,578	\$539,026	(\$7,552)	(\$29,608)
Totals	\$860,961	\$931,998	(\$71,037)	\$1,225,819	\$1,334,466	\$108,647	\$37,610
Base County Allocation	\$293,074	\$293,074	(\$0)				(\$0)
Nonoperating Revenue	\$1,725	\$1,234	\$491				\$491
County Appropriation	\$108,161	\$108,161	\$0				\$0
Excess Revenue/(Expense)	\$1,263,921	\$1,334,468	(\$70,547)	\$1,225,819	\$1,334,468	\$108,647	\$38,099

North Central Health Care
Review of 2016 Services
Lincoln County

	2016 April Actual Rev	2016 April Budget Rev	Variance	2016 April Actual Exp	2016 April Budg Exp	Variance	Variance By Program
Direct Services:							
Outpatient Services	\$118,402	\$143,126	(\$24,724)	\$184,779	\$204,459	\$19,680	(\$5,044)
Lincoln Psychiatry Services	\$25,655	\$16,232	\$9,423	\$189,171	\$106,845	(\$82,326)	(\$72,903)
Community Treatment	\$431,510	\$272,730	\$158,780	\$277,376	\$375,808	\$98,432	\$257,211
	\$575,567	\$432,089	\$143,478	\$651,326	\$687,112	\$35,786	\$179,264
Shared Services:							
Inpatient	\$233,046	\$205,619	\$27,427	\$422,600	\$315,148	(\$107,452)	(\$80,024)
CBRF	\$33,421	\$41,160	(\$7,739)	\$33,060	\$34,484	\$1,424	(\$6,314)
Crisis	\$8,732	\$6,220	\$2,512	\$81,210	\$58,766	(\$22,444)	(\$19,932)
AODA Day Hospital	\$5,441	\$5,910	(\$469)	\$4,837	\$10,001	\$5,164	\$4,694
Protective Services	\$14,111	\$12,097	\$2,014	\$28,253	\$30,009	\$1,756	\$3,770
Birth To Three	\$36,038	\$31,896	\$4,142	\$72,088	\$61,623	(\$10,465)	(\$6,323)
Apartments	\$16,878	\$15,661	\$1,217	\$15,893	\$15,661	(\$232)	\$985
Contract Services	\$0	\$0	\$0	\$79,383	\$50,951	(\$28,432)	(\$28,432)
	\$347,667	\$318,563	\$29,104	\$737,324	\$576,643	(\$160,681)	(\$131,576)
Totals	\$923,234	\$750,652	\$172,582	\$1,388,650	\$1,263,755	(\$124,895)	\$47,688
Base County Allocation	\$278,571	\$278,571	(\$0)				(\$0)
Nonoperating Revenue	\$2,111	\$1,711	\$400				\$400
County Appropriation	\$232,821	\$232,821	\$0				\$0
Excess Revenue (Expense)	\$1,436,737	\$1,263,755	\$172,982	\$1,388,650	\$1,263,755	(\$124,895)	\$48,087

North Central Health Care
Review of 2016 Services
Marathon County

Direct Services:	2016	2016	Variance	2016	2016	Variance	Variance by Program
	April	April		April	April		
	Actual Rev	Budget Rev		Actual Exp	Budget Exp		
Outpatient Services	\$295,033	\$447,873	(\$152,840)	\$557,577	\$819,116	\$261,539	\$108,699
Psychiatry Services	\$112,317	\$194,411	(\$82,094)	\$564,402	\$761,036	\$196,634	\$114,539
Community Treatment	\$1,377,609	\$1,009,950	\$367,659	\$1,753,871	\$1,491,072	(\$262,799)	\$104,860
Day Services	\$551,598	\$603,564	(\$51,966)	\$564,525	\$603,564	\$39,039	(\$12,927)
Clubhouse	\$92,115	\$125,834	(\$33,719)	\$155,701	\$157,500	\$1,799	(\$31,920)
Demand Transportation	\$121,667	\$140,239	(\$18,572)	\$133,129	\$140,239	\$7,110	(\$11,462)
Leased Space	\$89,281	\$83,333	\$5,948	\$85,927	\$92,520	\$6,593	\$12,541
Aquatic Services	\$233,948	\$260,456	(\$26,508)	\$237,384	\$260,456	\$23,072	(\$3,436)
Lakeside Recovery	\$38,489	\$66,667	(\$28,178)	\$79,411	\$184,675	\$105,264	\$77,087
	\$2,912,057	\$2,932,327	(\$20,270)	\$4,131,927	\$4,510,178	\$378,251	\$357,980
Shared Services:							
Inpatient	\$1,063,263	\$938,134	\$125,129	\$1,928,112	\$1,437,864	(\$490,248)	(\$365,119)
CBRF	\$152,482	\$187,791	(\$35,309)	\$150,835	\$157,334	\$6,499	(\$28,809)
Crisis Services	\$50,518	\$82,654	(\$32,136)	\$469,858	\$302,224	(\$167,634)	(\$199,770)
AODA Day Hospital	\$24,825	\$26,966	(\$2,141)	\$22,069	\$45,629	\$23,560	\$21,418
Protective Services	\$64,382	\$55,193	\$9,189	\$128,903	\$136,918	\$8,015	\$17,204
Birth To Three	\$217,262	\$228,904	(\$11,642)	\$434,591	\$439,863	\$5,272	(\$6,371)
Group Homes	\$668,567	\$701,194	(\$32,627)	\$689,027	\$701,194	\$12,167	(\$20,460)
Supported Apartments	\$872,535	\$725,006	\$147,529	\$821,592	\$725,006	(\$96,586)	\$50,943
Contracted Services	\$0	\$0	\$0	\$362,185	\$232,462	(\$129,723)	(\$129,723)
	\$3,113,834	\$2,945,843	\$167,991	\$5,007,172	\$4,178,494	(\$828,678)	(\$660,687)
Totals	\$6,025,891	\$5,878,170	\$147,721	\$9,139,099	\$8,688,672	(\$450,427)	(\$302,706)
Base County Allocation	\$726,986	\$728,833	(\$1,847)				(\$1,847)
Nonoperating Revenue	\$32,476	\$27,055	\$5,421				\$5,421
County Appropriation	\$2,054,827	\$2,054,614	\$213				\$213
Excess Revenue/(Expense)	\$8,840,180	\$8,688,672	\$151,508	\$9,139,099	\$8,688,672	(\$450,427)	(\$298,919)

Crisis and Inpatient Data

Number of patients admitted to Inpatient Hospital from each county of residence

Month	Marathon County Admits	Lincoln County Admits	Langlade County Admits	Other County Admits
January	61	7	7	2
February	44	11	10	1
March	51	6	4	1
April	66	5	8	0
May				
June				
July				
August				
September				
October				
November				
December				

Crisis and Inpatient Data

Average Length of Stay at Inpatient Hospital by County in Number of Days

Month	Marathon County	Lincoln County	Langlade County	Other
January	4.92	7.43	5.14	3.5
February	5.5	8.36	6.7	2
March	7	3.67	18.25	6
April	5.21	6.4	6.38	0
May				
June				
July				
August				
September				
October				
November				
December				

Crisis and Inpatient Data

OWI Assessments

Date	# of Marathon County Assessments	# of Lincoln County Assessments	# of Langlade County Assessments
January			
01/04/2016	4		
01/05/2016	3	5	
01/06/2016	2		
01/07/2016	3		3
01/08/2016	4		
<hr/>			
01/11/2016	1		
01/12/2016	4		
01/13/2016	1		
01/14/2016	4		
01/15/2016	3		
<hr/>			
01/18/2016	4		
01/19/2016		5	
01/20/2016	2		
01/21/2016			4
01/22/2016	3		
<hr/>			
01/25/2016	2		
01/26/2016	5		
01/27/2016	3		
01/28/2016	3		
01/29/2016			4
<hr/>			
Total OWI Assessments	51	10	11
<hr/>			
February			
02/01/2016	2		
02/02/2016		4	
02/03/2016	3		
02/04/2016	4		3
02/05/2016	5		
<hr/>			
02/08/2016	2		
02/09/2016	5		
02/10/2016	3		
02/11/2016	4		
02/12/2016	5		
<hr/>			
02/15/2016	4		
02/16/2016		4	
02/17/2016	3		
02/18/2016			5
02/19/2016	2		
<hr/>			
02/22/2016	5		
02/23/2016	4		
02/24/2016	2		
02/25/2016	4		
02/26/2016	4		
<hr/>			
02/29/2016	4		
<hr/>			
Total OWI Assessments	65	8	8

Crisis and Inpatient Data

OWI Assessments

Date	# of Marathon County Assessments	# of Lincoln County Assessments	# of Langede County Assessments
March			
03/01/2016	2	5	
03/02/2016	4		
03/03/2016	5		5
03/04/2016	2		
<hr/>			
03/07/2016	4		
03/08/2016	4		
03/09/2016	3		
03/10/2016	5		
03/11/2016	5		
<hr/>			
03/14/2016	4		
03/15/2016		3	
03/16/2016	1		
03/17/2016			4
03/18/2016	5		
<hr/>			
03/21/2016	2		
03/22/2016	3		
03/23/2016	4		
03/24/2016	5		
03/25/2016			3
<hr/>			
03/28/2016	5		
03/29/2016	4		
03/30/2016	3		
03/31/2016	4		
<hr/>			
Total OWI Assessments	74	8	12
April			
04/01/2016		4	
<hr/>			
04/04/2016		3	
04/05/2016		5	5
04/06/2016		3	
04/07/2016		4	4
04/08/2016		3	
<hr/>			
04/11/2016		2	
04/12/2016		5	
04/13/2016		4	
04/14/2016		5	
04/15/2016		3	
<hr/>			
04/18/2016		2	
04/19/2016			3
04/20/2016		4	
04/21/2016			4
04/22/2016		3	
<hr/>			
04/25/2016		1	
04/26/2016		4	
04/27/2016			
04/28/2016		4	
04/29/2016		5	
<hr/>			

Crisis and Inpatient Data

Number of clients admitted to NCHC BHS Hospital
with each of the payor sources

Marathon County				
MONTH	COMMERCIAL	MEDICAID	MEDICARE	SELF PAY
January	19	20	14	8
February	17	13	9	5
March	15	15	14	7
April	19	22	10	15
May				
June				
July				
August				
September				
October				
November				
December				

Lincoln County				
MONTH	COMMERCIAL	MEDICAID	MEDICARE	SELF PAY
January	2	2	3	0
February	2	6	2	1
March	2	2	0	0
April	2	1	1	1
May				
June				
July				
August				
September				
October				
November				
December				

Langlade County				
MONTH	COMMERCIAL	MEDICAID	MEDICARE	SELF PAY
January	1	3	1	2
February	1	7	2	0
March	0	4	0	0
April	0	4	3	1
May				
June				
July				
August				
September				
October				
November				
December				

Other Counties				
MONTH	COMMERCIAL	MEDICAID	MEDICARE	SELF PAY
January	0	1	0	1
February	1	0	0	0
March	0	1	1	1
April	0	0	0	0
May				
June				
July				
August				
September				
October				
November				
December				

Crisis and Inpatient Data

Crisis Assessment Legal Status

MONTH	51.10(m)	51.10(vol)	51.10D	51.13(6)	51.15	51.20(13)(G)	51.20(13)	51.20(2)	51.20(8)(b)(g)	51.45(10)	51.45(10)Detox	51.45(11)	55.12	No Legal Status Entered
January	77	23	1	15	18	4	1	0	1	3	4	0	1	3
February	81	13	2	24	30	2	2	0	1	1	1	0	0	0
March	56	21	2	21	26	1	0	0	0	3	3	0	0	48
April	45	31	3	27	22	1	0	1	0	1	3	1	0	39
May														
June														
July														
August														
September														
October														
November														
December														

51.10(m) - Voluntary Adult
51.10(vol) - Voluntary Adult
51.10(D) - Voluntary Drug
51.13(6) - Youth Crisis
51.15 - Emergency Detention
51.20(13)(G) - 1 Year Commitment
51.20(13) - 6 month Commitment
51.20(8)(b)(g) - Non-compliance of settlement agreement
51.45(10) - Voluntary Alcohol
51.45(10) - Detox - Voluntary Detox
55.12 - Emergency Placement

Crisis and Inpatient Data

Hospital Legal Status

MONTH	Hospital Legal Status															No Legal Status
	51.10(m)	51.10(vol)	51.10(8)	51.10D	51.13(6)	51.15	51.20(13)(G)	51.20(13)	51.20(2)	51.20(8)(b)(g)	51.45(10)	51.45(10)Detox	51.45(11)	51.45(13)	55.12	Entered
January	16	4	0	0	1	40	11	1	0	1	0	1	2	0	0	0
February	14	1	1	0	1	35	5	2	0	2	0	1	4	0	0	0
March	10	2	0	0	1	32	4	6	0	2	3	0	0	0	0	2
April	6	1	0	0	0	44	8	7	1	0	4	0	5	3	0	0
May																
June																
July																
August																
September																
October																
November																
December																

51.10(m) - Voluntary Adult
51.10(vol) - Voluntary Adult
51.10(D) - Voluntary Drug
51.13(6) - Youth Crisis
51.15 - Emergency Detention
51.20(13)(G) - 1 Year Commitment
51.20(13) - 6 month Commitment
51.20(8)(b)(g) - Non-compliance of settlement agreement
51.45(10) - Voluntary Alcohol
51.45(10) - Detox - Voluntary Detox

Crisis and Inpatient Data

Capacity (Beds Filled)

MONTH	Number of Patient Days	MTD Capacity
January	402	81%
February	407	87.7%
March	459	92.5%
April	462	96.3%
May		
June		
July		
August		
September		
October		
November		
December		

Number of Patient Days (Physically in the Hospital) divided by 16 times the number of days in that month. 16 is the number of beds that the BHS hospital is certified to run.
Example **400 patient days / (16 beds * 30 days) = 83.3%**

Crisis and Inpatient Data

MONTH	Number of Clients Diverted to other Facilities
January	12
February	23
March	11
April	13
May	
June	
July	
August	
September	
October	
November	
December	

Number of clients that needed inpatient psychiatric intervention but were unable to stay at the NCHC BHS Hospital for a specific reason and were sent to an outside facility

Crisis and Inpatient Data

	AdmitDate	DischDate	# of Days Since Last Hospitalization		AdmitDate	DischDate	# of Days Since Last Hospitalization
April				April			
Client 1	04/01/2016	06/07/11	1760	Client 54	04/22/2016		no
Client 2	04/01/2016	02/13/14	778	Client 55	04/22/2016	01/21/2016	92
Client 3	04/02/2016		no	Client 56	04/22/2016	09/14/2009	2412
Client 4	04/02/2016		no	Client 57	04/22/2016	03/21/2016	32
Client 5	04/04/2016		no	Client 58	04/22/2016	04/21/2016	1
Client 6	04/04/2016	04/02/15	368	Client 59	04/22/2016	04/03/2016	19
Client 7	04/04/2016	04/28/00	5820	Client 60	04/23/2016		no
Client 8	04/04/2016	12/07/04	4136	Client 61	04/23/2016	06/25/2015	303
Client 9	04/05/2016	08/03/15	246	Client 62	04/24/2016		no
Client 10	04/05/2016	03/07/11	1856	Client 63	04/25/2016	12/01/1998	6355
Client 11	04/05/2016		no	Client 64	04/25/2016		no
Client 12	04/06/2016	08/18/15	232	Client 65	04/26/2016	10/27/2008	2738
Client 13	04/06/2016	11/18/10	1966	Client 66	04/26/2016		no
Client 14	04/06/2016		no	Client 67	04/26/2016	02/17/2014	799
Client 15	04/07/2016	10/29/15	161	Client 68	04/27/2016		no
Client 16	04/08/2016	06/14/13	1029	Client 69	04/28/2016	01/04/2016	115
Client 17	04/08/2016		no	Client 70	04/28/2016		no
Client 18	04/09/2016	04/01/16	8	Client 71	04/28/2016		no
Client 19	04/09/2016		no	Client 72	04/29/2016		no
Client 20	04/09/2016	04/05/16	4	Client 73	04/29/2016	04/18/2016	11
Client 21	04/10/2016		no	Client 74	04/29/2016	04/22/2016	7
Client 22	04/10/2016	06/13/14	667	Client 75	04/30/2016	04/30/2016	0
Client 23	04/10/2016		no	Client 76	04/30/2016	11/23/2015	159
Client 24	04/10/2016		no	Client 77	04/30/2016	05/07/2008	2915
Client 25	04/11/2016	12/28/15	105	Client 78	04/30/2016		no
Client 26	04/12/2016		no	Client 79	04/30/2016		no
Client 27	04/12/2016	12/07/11	1588				
Client 28	04/12/2016	11/19/15	145				
Client 29	04/12/2016	02/23/16	49				
Client 30	04/13/2016	03/25/16	19				
Client 31	04/13/2016	08/23/13	964				
Client 32	04/13/2016	07/02/12	1381				
Client 33	04/14/2016	02/11/16	63				
Client 34	04/15/2016		no				
Client 35	04/15/2016	12/09/11	1589				
Client 36	04/15/2016		no				
Client 37	04/16/2016	04/02/15	380				
Client 38	04/16/2016		no				
Client 39	04/16/2016	04/07/16	9				
Client 40	04/18/2016	02/24/16	54				
Client 41	04/18/2016		no				
Client 42	04/18/2016		no				
Client 43	04/18/2016		no				
Client 44	04/18/2016		no				
Client 45	04/19/2016		no				
Client 46	04/19/2016	10/10/14	557				
Client 47	04/19/2016	03/30/16	20				
Client 48	04/20/2016	04/17/16	3				
Client 49	04/20/2016		no				
Client 50	04/20/2016		no				
Client 51	04/20/2016	01/04/12	1568				
Client 52	04/20/2016		no				
Client 53	04/21/2016		no				

No= No history of hospitalizations

Admit date is that of the current BHS Hospital admission. The discharge date is that of the latest psychiatric hospital admission.

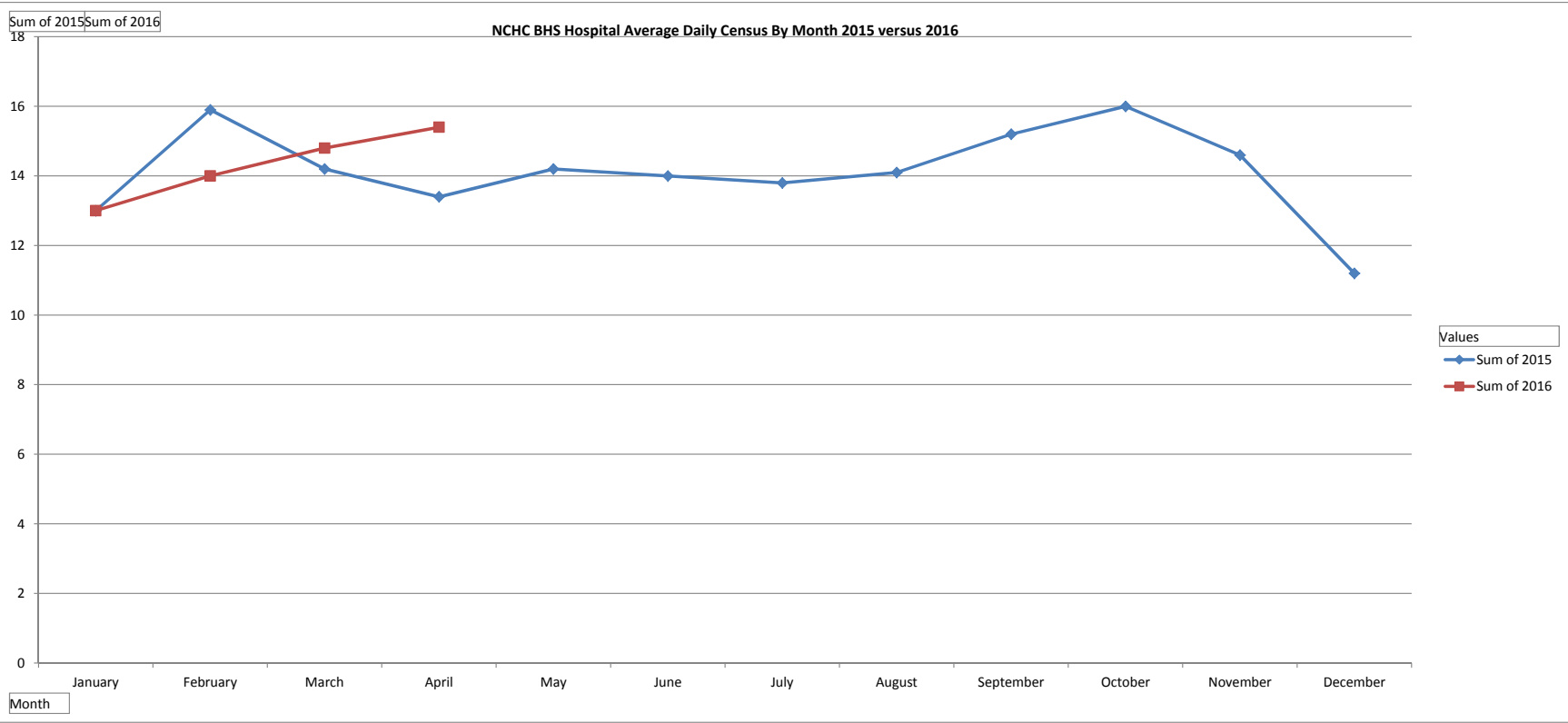
Crisis and Inpatient Data

NUMBER OF CLIENTS ACCESSING MULTIPLE NCHC PROGRAMS BY MONTH

	1 PROGRAM	2 PROGRAMS	3 PROGRAMS	4 PROGRAMS	5 PROGRAMS	6 PROGRAMS	7 PROGRAMS	8 PROGRAMS
January	2165	500	104	19	3	1		1
February	2178	452	104	17	4	2		
March	2340	435	115	19	4	3		
April	2275	498	118	21	2			
May								
June								
July								
August								
September								
October								
November								
December								

Number of clients to use that number of NCHC services during the specified month

Crisis and Inpatient Data



Row Labels	Sum of 2015	Sum of 2016
January	13	13
February	15.9	14
March	14.2	14.8
April	13.4	
May	14.2	
June	14	
July	13.8	
August	14.1	
September	15.2	
October	16	
November	14.6	
December	11.2	
Grand Total	169.6	41.8

Crisis and Inpatient Data

Month	Number of Minor's On Unit
November 15'	10
December 15'	7
January 16'	9
February 16'	10
March 16'	9
April 16'	10
May 16'	
June 16'	
July 16'	
August 16'	
September 16'	
October 16'	
November 16'	
December 16'	

Crisis and Inpatient Data

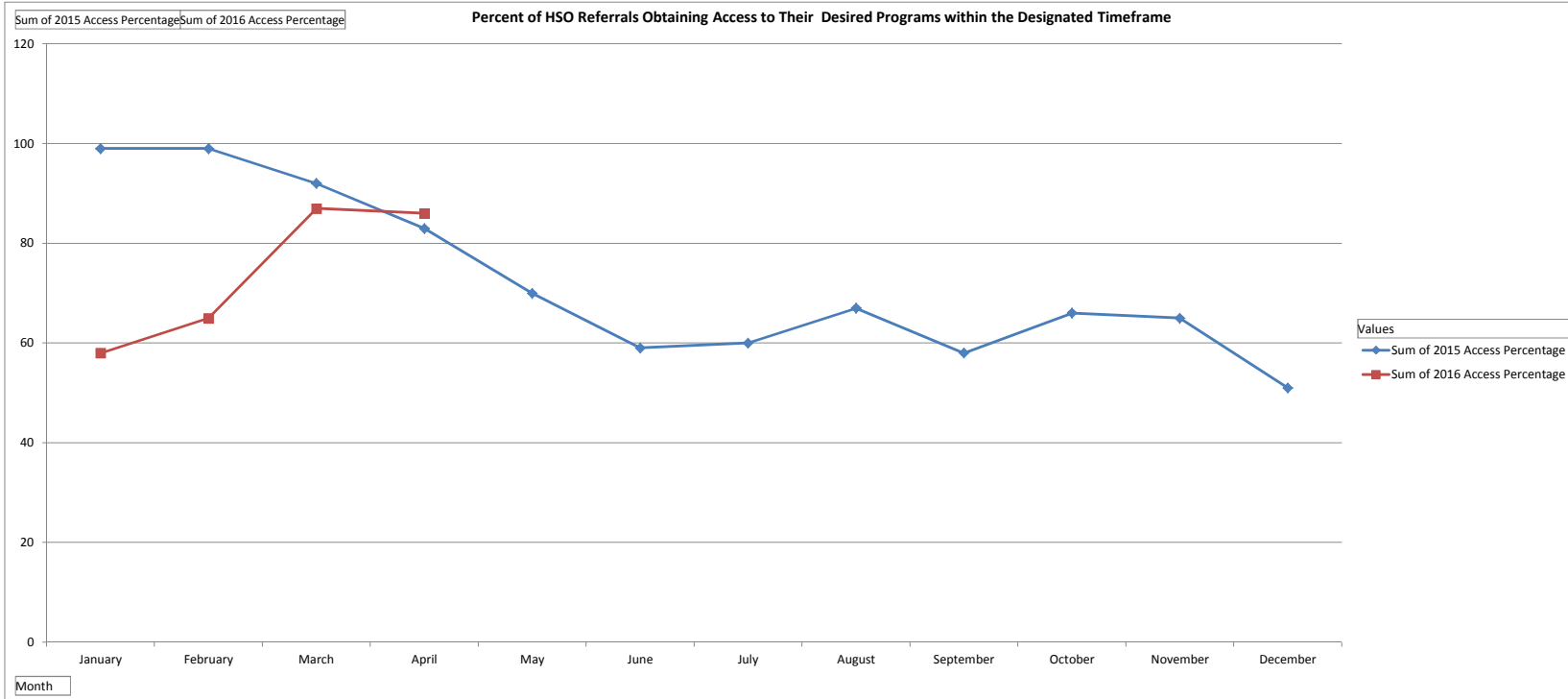
Month	No Roommate Beds (Adult)
September 15'	67
October 15'	50
November 15'	51
December 15'	42
January 16'	69
February 16'	46
March 16'	43
April 16'	46
May 16'	
June 16'	
July 16'	
August 16'	

Crisis and Inpatient Data

Month	# of Minor's w/o Roommate
September 15'	0
October 15'	0
November 15'	0
December 15'	12
January 16'	9
February 16'	15
March 16'	32
April 16'	7
May 16'	
June 16'	
July 16'	
August 16'	

Minors do not have roommates during their stay for the following reasons:

- They can only be paired up if they are the same gender
- Depending on admission and current disposition, cannot be with an adult, or if one has criminal sexual offenses.
- Generally only allowing two minors on the unit on a time.



Access Data		
Month	2015 Access Percentage	2016 Access Percentage
January	99	58
February	99	65
March	92	87
April	83	86
May	70	
June	59	
July	60	
August	67	
September	58	
October	66	
November	65	
December	51	

Goal is 90-95%

Percentage of referrals scheduled for each HSO program within their allotted timeframe:

- Aquatic services - First appointment within 2 week of referral
- Birth to Three - ISP (Treatment Plan) completed within 45 days of referral
- Clubhouse- Opened within 2 weeks
- Community Treatment- Open to program within 60 days
- Outpatient Counseling- First appointment within two weeks
- Pre-Vocational - Start within 2 weeks of receiving paperwork
- Residential - Within 1 month of receiving referral
- Adult Day Services - Within 2 weeks of receiving documentation

Number of referrals followed through and scheduled

Month	2015 Number of Referrals Scheduled	2016 Number of Referrals Scheduled
January	243	206
February	239	236
March	254	216
April	250	215
May	245	
June	244	
July	240	
August	280	
September	255	
October	263	
November	227	
December	186	

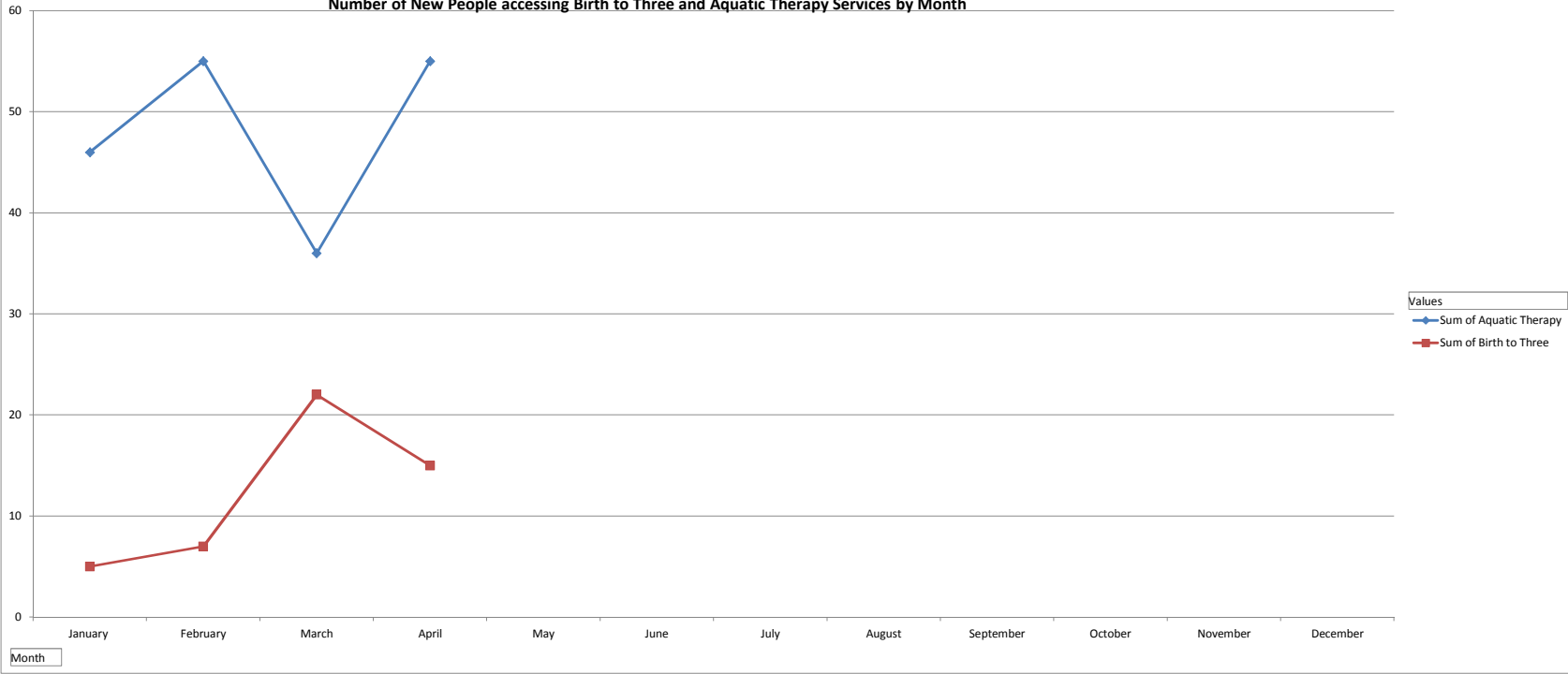
NUMBER OF CLIENTS ACCESSING MULTIPLE NCHC PROGRAMS BY MONTH

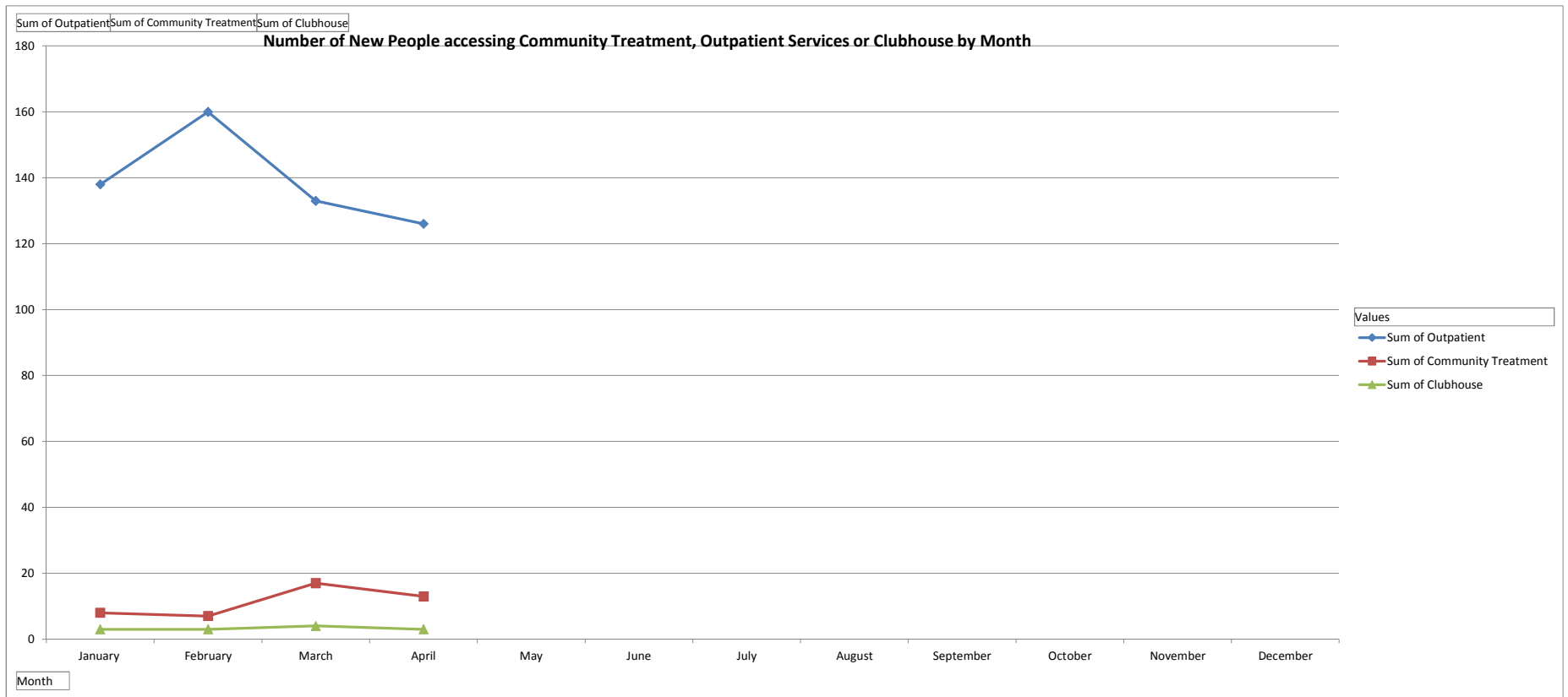
	1 PROGRAM	2 PROGRAMS	3 PROGRAMS	4 PROGRAMS	5 PROGRAMS	6 PROGRAMS	7 PROGRAMS	8 PROGRAMS
January	2165	500	104	19	3	1		1
February	2178	452	104	17	4	2		
March	2340	435	115	19	4	3		
April	2275	498	118	21	2			
May								
June								
July								
August								
September								
October								
November								
December								

Number of clients to use that number of NCHC services during the specified month

Sum of Aquatic Therapy Sum of Birth to Three

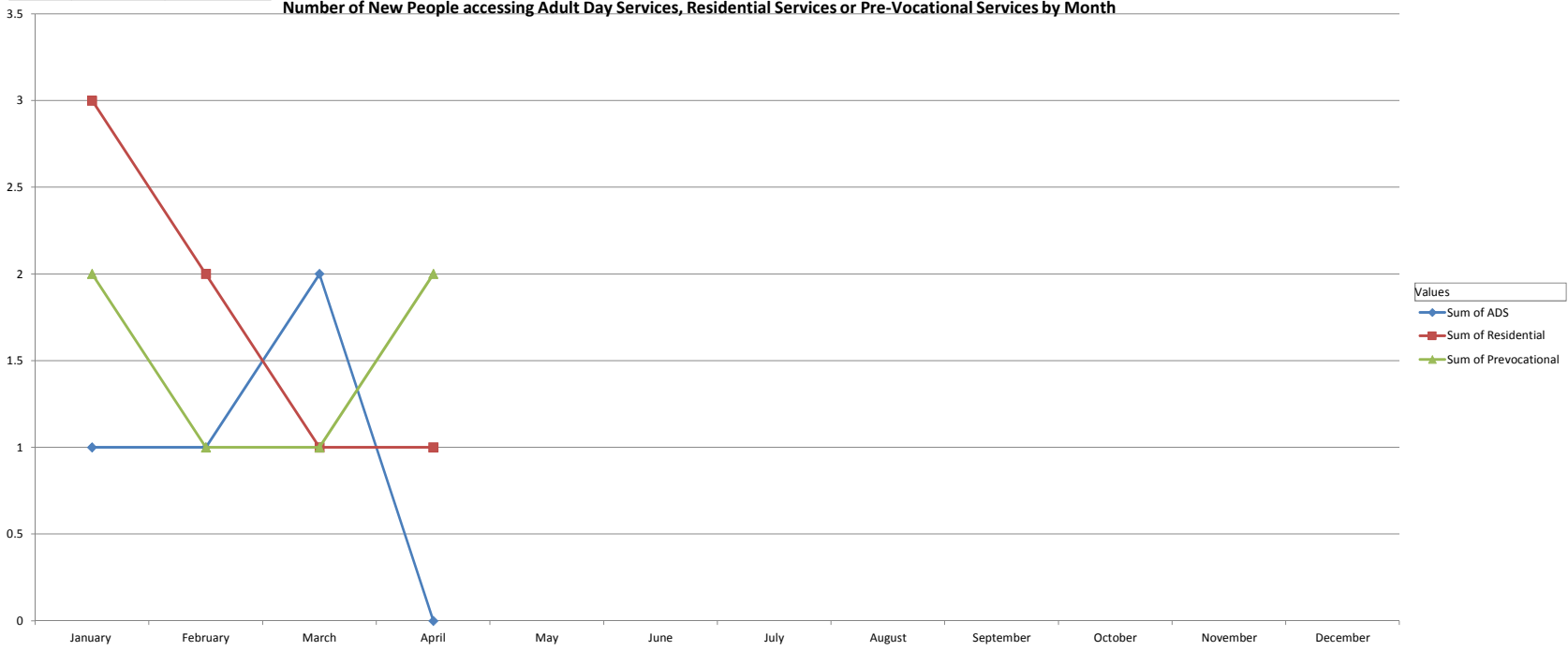
Number of New People accessing Birth to Three and Aquatic Therapy Services by Month





Sum of ADS Sum of Residential Sum of Prevocational

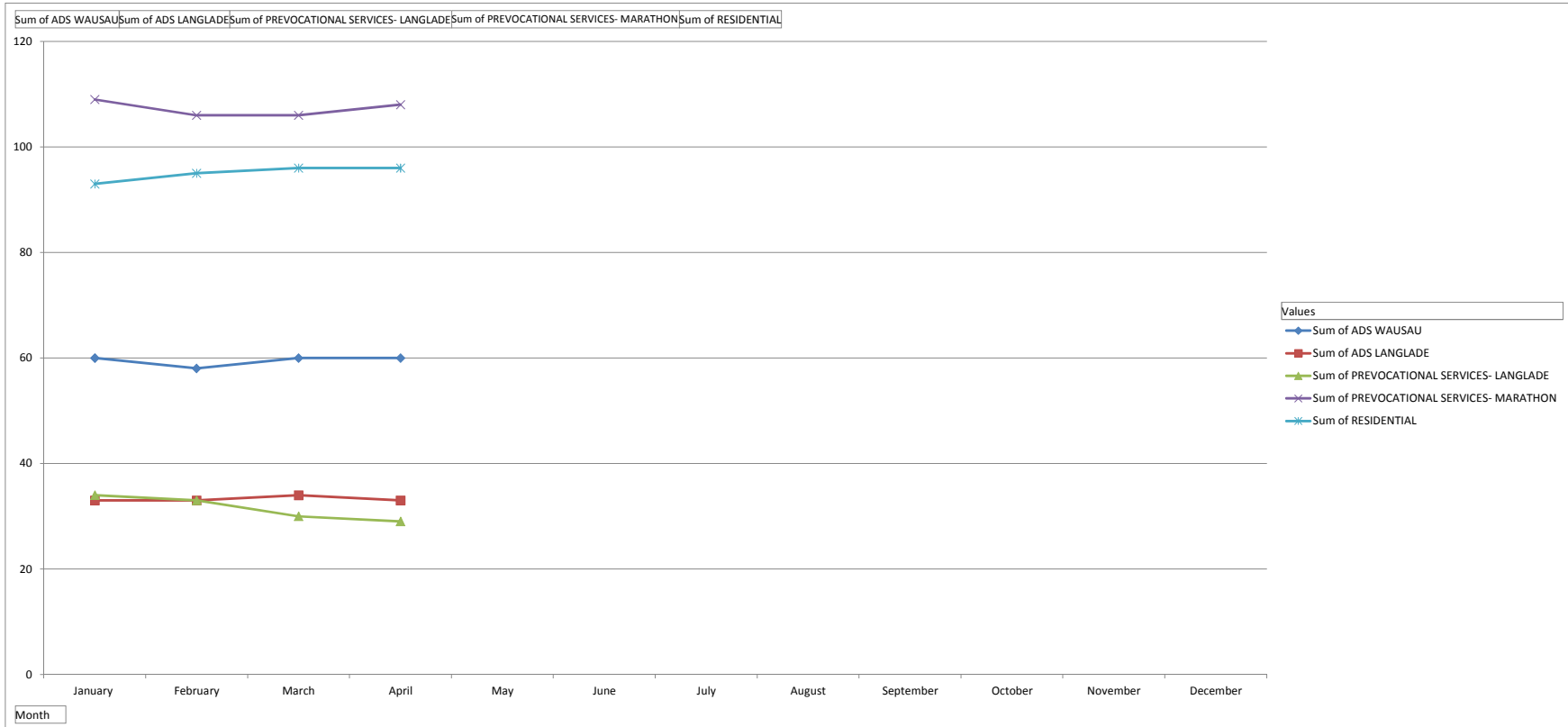
Number of New People accessing Adult Day Services, Residential Services or Pre-Vocational Services by Month



Values
Sum of ADS
Sum of Residential
Sum of Prevocational

Month

Number of Individual Clients Served per Month by Adult Day Services, Pre-Vocational Services and Residential Services



Month	RESIDENTIAL	PREVOCATIONAL SERVICES Marathon	PREVOCATIONAL SERVICES Langlade	ADS Langlade	ADS Wausau
January	93	109	34	33	60
February	95	106	33	33	58
March	96	106	30	34	60
April	96	108	29	33	60
May					
June					
July					
August					
September					
October					
November					
December					



North Central Health Care

Person centered. Outcome focused.

North Central Community Services Program Board Human Services Operations Committee

Charter

- Members:** Eight (8) to twelve (12) member committee consisting of representatives from the North Central Community Services Program Board (51.42) and the general public with knowledge or expertise in human services, community issues, and/or business and industry. The number of members from the board is at the discretion of the Board.
- Resource** NCHC CEO, CFO, Director - Human Services Operations, and other NCHC Team as deemed helpful.
- Purpose:** To assure that North Central Health Care meets the communities' most critical mental health, alcohol/drug abuse and developmental disability service needs with available resources, and by working in collaboration with the communities served.
- Responsibility & Authority:** The Committee works closely with senior management, providing expertise, establishing expectations of operations and monitoring those expectations, including quality of care. The Committee provides input and oversight with regards to the broad strategic direction for the NCHC Human Services programs. The Committee is accountable to the North Central Community Services Program Board. Makes recommendations to the Board when policy changes are needed. The Committee will be involved in setting strategic direction and performance expectations, which may or may not require Board action.
- Outcomes:** Outcomes will be established on an annual basis for the following categories:
- Financial
 - Community
 - Clinical Quality
 - Service
 - People
- Meeting:** At least four times per year.
- Reporting:** North Central Community Services Program Board
- Adopted:** By NCCSP Board, December 22, 2011