



North Central Health Care
Person centered. Outcome focused.

OFFICIAL NOTICE AND AGENDA

of a meeting of the **Human Services Operations Committee** to be held at **North Central Health Care 1100 Lake View Drive, Wausau, WI 54403, Board Room** at **10:30 am** on **Friday, January 13th, 2017**

In addition to attendance in person at the location described above, Board 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 24 hours prior to the start time of the meeting for further instructions. Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call the Administrative Office at 715-848-4405.

For TDD telephone service call 715-845-4928.

1. Call to Order
2. Public Comment for Matters Appearing on the Agenda
3. Consent Agenda
 - a. ACTION: Approval of 12/9/16 Human Services Operations Committee Meeting Minutes
 - b. Financial Report
4. Educational Presentation
 - a. Medically Monitored Treatment (MMT) Program Update – Daniel Shine
5. Crisis Process Improvement Team – Lee Shipway, Cpt. Matt Barnes
6. Human Services Outcome Reporting
 - a. Outcome Data Review
 - b. Crisis Services Update and Data Review
7. NCHC Pool Update
8. Discussion and Future Agenda Items
9. Adjourn

Presiding Officer or Designee

NOTICE POSTED AT: North Central Health Care

COPY OF NOTICE DISTRIBUTED TO: Wausau Daily Herald, Antigo Daily Journal, Tomahawk Leader, Merrill Foto News, Langlade, Lincoln & Marathon County Clerks Offices

DATE: 01/06/17 TIME: 4:00 p.m. BY: D. Osowski

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

December 9, 2016

10:30 a.m.

NCHC – Wausau Campus

Present:

X	John Robinson	X	Holly Matucheski	X	Greta Rusch
X	Scott Parks	X	Nancy Bergstrom	EXC	Linda Haney
X	Yee Leng Xiong				

Others Present: Jeff Zriny, Michael Loy, Laura Scudiere, Brenda Glodowski, Becky Schultz, Sue Matis, Tom Dowe, Jessica Meadows

The meeting was called to order at 10:31 a.m.; roll call was noted, and a quorum declared.

Laura Yarie was unable to attend. Lee Shipway tendered her resignation. Committee will send a letter of appreciation for her years of valuable service.

Consent Agenda

- **Motion**/second, Bergstrom/Xiong, to approve the consent agenda which includes the 11/11/16 Human Services Operations Committee meeting minutes and the Financial Report. Motion carried.

Human Services Outcome Reporting

- October was an unusually high month in crisis. Youth crisis is trending much higher than last year. Using data to look at intervention and services to more adequately deal with patient population. Interesting to note that crisis contacts volume tend to track together between 2015 and 2016.
- Demand for Community Treatment, case management program, is growing. Community Treatment sees individuals who have AOD or diagnosed mental illness. Case managers see clients in their homes or where they are most comfortable. Some staff visit with clients several times a day, some weekly and others monthly. Intent is to help clients live their best lives and maintain functionality within the community; and also includes medication management. An advocate for our patients.
- In crisis and youth there is a change in philosophy by Social Services not to use secure detention if at all possible. Social Services would rather see shared patients receiving treatment from different avenues for behavioral health and mental health issues. Secure detention is not necessarily the best treatment. Schools have increased their use of NCHC services as they now feel crisis services are better for juveniles. Would like to track where opioid and drug issues are hitting the community if there is a method to do so. We also have youth case managers in Community Treatment who are often case managing both the children and the parents as these situations affect the entire household. We are also working with a behavioral health grant and CHIP with the Health Dept. to look from a preventative standpoint. School counseling will be a major addition to this also. The youth crisis contacts graph shows an upward trend from 2015 to 2016.

- Where are we in terms of capacity? Does this upward trend pose capacity issues that need to be addressed? We want to be proactive vs reactive with adequate resources.
- Highest priorities next year are youth and adolescents then adults.
- Will be looking at a 6-8 bed youth crisis stabilization home; expansion of the MMT program from a capacity of 6 to 20; residential treatment program with the State looking to expand Medicaid coverage; CBRF expansion with step-down programming; and structurally addressing the multi-bed to single bed capacity on the inpatient unit. With the new agreement in place we will be reviewing the options and then move them through the RCA.
- We also need to equip others in the community to address crisis in the community before needing crisis treatment therefore training has begun in helping to de-escalate situations in the community and in schools.
- Sheriff's Dept. doing a lot in the last year, the Wausau Police Department is posting for a mental health therapist, we also have a crisis worker in the Wausau Police Department and therapists in the jail. Combining efforts to develop improved behavioral health and hopefully decrease the burden on the criminal justice system too.
- Additional data is being gathered and will be reported.
- Transportation program is working well. We will not be able to transport all patients due to some individuals needing restraints but have been transporting for medical clearance, etc. and no safety issues so far.
- Crisis Process Improvement Team is reviewing their action plan, looking at new goals now that it's been a year. Lincoln County has been invited but no attendance so far. Langlade County participated for the first six months but not lately. Nancy Bergstrom asked to be invited.
- Wait times have increased due to two vacant counselor positions in Antigo. These are not easy to fill but working diligently on recruiting.

Marketing Programs – Jessica Meadows

- Jessica Meadows provided an overview on marketing activities, statistics, and growth.
- Y. Xiong recommended reaching out to Hmong radio, involvement in Hmong New Year event; have any videos translated in Hmong; appreciates that some documents are multi-lingual.
- 2017 marketing budget has been reduced by 10% from 2016. Utilizing a broad range of outlets to connect with community i.e. Facebook and other social media platforms.
- Have begun gathering information from Outpatient Services of how individuals heard of us. Will do this in the nursing home also.
- N. Bergstrom commented that the weekly News You Can Use newsletter is very well done.
- 2017 activities will include getting the campuses and centers supplied with internal marketing materials for waiting rooms, hallways, elevators, etc. Exploring TV displays in various areas also.

Aquatic Therapy Pool Review of Consultant Report

- Last consultant report was distributed. This consultant was at the request of Marathon County as they wanted to truth test the numbers.
- Marathon County Health & Human Services will be making recommendations about the future of the pool following the Tri-County Agreement anticipated approval.
- The pool is beyond its expected life; has changed in use over the years and evolved into warm water therapy.
- Committee requested that information be provided on the impact of the cost and on NCHC and the impact on the counties.

- Advantages and disadvantages need to be identified as well as if we are able to be reimbursed being linked to the behavioral health unit.
- Possible for next meeting: is this appropriate for the mission of NCHC? What are the benefits to the population served and throughout the facility i.e. behavioral health, nursing home, etc?
- J. Zriny noted that Health and Human Services Chairman Bootz indicated the pool would be addressed in the first quarter of 2017. Concerns have been expressed and the community is looking for a definitive answer.
- Inaction has a financial detriment as experienced this year.

Update on Tri-County Tentative Agreement

- Tentative agreement reached last week after 2-3 months of negotiations. Ultimately ended where everyone can move forward. Last time an agreement was reached was 2008.
- The new agreement includes several updates:
 - Limited 5 year agreement, ultimately the withdrawal is the same but with a more active decision to continue partnership.
 - RCA was created with county representatives (1 each from Lincoln and Langlade Counties and 2 from Marathon County). Under 51.42 statutes in the creation of community services the county can retain authority which is what they want at this time. The parties have agreed to retain authority for the CEO selection, compensation plan, budget, assessment of services, program creations, suspension and termination; RCA will review on regular basis and make recommendations to the 3 county boards.
 - Three county boards will be voting on the agreement on 12/20/16. Health & Human Services voted unanimously in Marathon County to adopt the agreement but there may be discussion about revising the committee structure, however the other counties will not agree to a revised structure.
- Once the agreement is adopted, the work in the next 6 months is enormous. M. Loy will provide a work plan in an effort to set NCHC up for success and be able to comply with the agreement.

Future Items for Committee Consideration

- Will continue to reach out to Laura Yarie for discussion on OWI.
- Update on crisis services including performance expectations and plans for crisis services. Committee would like to have several members of the Crisis Process Improvement Team at a future committee meeting.
- HSOC give thought to what we should be doing in terms of crisis and others.
- Lincoln and Langlade County representatives were asked to check with their county agencies on whether crisis services are being addressed.

Motion/second, Xiong/Matucheski to adjourn the meeting at 11:51 a.m. Motion carried.

dko

**North Central Health Care
Review of 2016 Services
Langlade County**

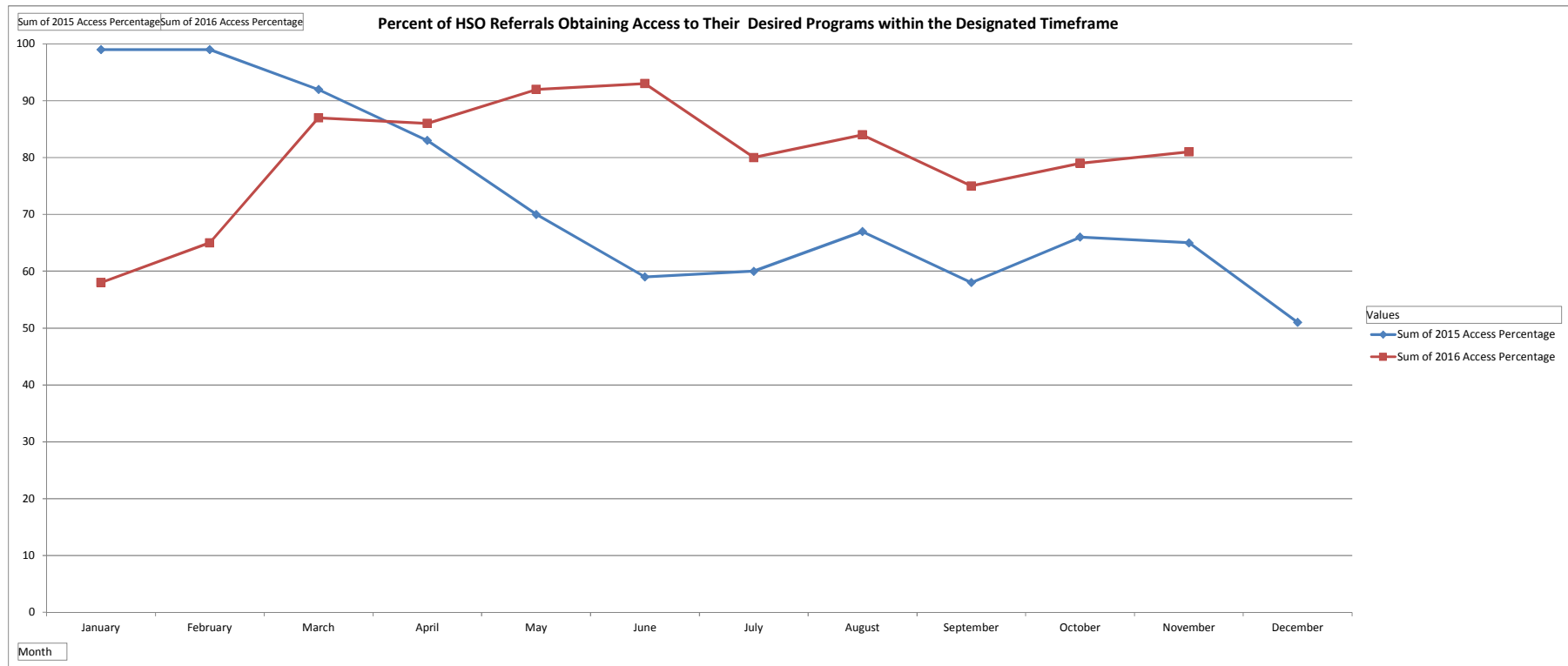
	2016 November Actual Rev	2016 November Budg Rev	Variance	2016 November Actual Exp	2016 November Budg Exp	Variance	Variance by Program
Direct Services:							
Outpatient Services	\$279,379	\$419,496	(\$140,117)	\$395,883	\$596,732	\$200,849	\$60,732
Psychiatry Services	\$40,534	\$24,293	\$16,241	\$194,015	\$187,248	(\$6,768)	\$9,474
Community Treatment	\$917,140	\$781,052	\$136,088	\$851,457	\$967,129	\$115,672	\$251,760
Day Services	\$431,050	\$436,351	(\$5,301)	\$434,500	\$436,351	\$1,851	(\$3,450)
	\$1,668,103	\$1,661,192	\$6,911	\$1,875,855	\$2,187,459	\$311,604	\$318,516
Shared Services:							
Inpatient	\$432,657	\$388,750	\$43,907	\$629,177	\$595,827	(\$33,350)	\$10,557
CBRF	\$81,448	\$77,818	\$3,630	\$77,450	\$65,197	(\$12,253)	(\$8,623)
Crisis	\$16,599	\$17,104	(\$505)	\$144,021	\$161,606	\$17,585	\$17,080
AODA Day Hospital	\$3,479	\$11,174	(\$7,695)	\$12,536	\$18,908	\$6,372	(\$1,323)
Protective Services	\$26,762	\$22,871	\$3,891	\$64,129	\$56,737	(\$7,392)	(\$3,501)
Birth To Three	\$64,310	\$123,096	(\$58,786)	\$129,853	\$226,731	\$96,878	\$38,092
Group Homes	\$192,730	\$122,910	\$69,820	\$198,033	\$122,910	(\$75,123)	(\$5,303)
Supported Apartments	\$45,780	\$138,078	(\$92,298)	\$43,572	\$138,078	\$94,506	\$2,208
Contract Services	\$0	\$0	\$0	\$229,394	\$96,329	(\$133,065)	(\$133,065)
	\$863,765	\$901,801	(\$38,036)	\$1,528,165	\$1,482,322	(\$45,843)	(\$83,879)
Totals	\$2,531,868	\$2,562,993	(\$31,125)	\$3,404,020	\$3,669,782	\$265,762	\$234,637
Base County Allocation	\$731,987	\$805,954	(\$73,967)				(\$73,967)
Nonoperating Revenue	\$5,116	\$3,394	\$1,723				\$1,723
County Appropriation	\$297,443	\$297,443	\$0				\$0
Excess Revenue/(Expense)	\$3,566,414	\$3,669,784	(\$103,370)	\$3,404,020	\$3,669,784	\$265,762	\$162,391

**North Central Health Care
Review of 2016 Services
Lincoln County**

	2016 November Actual Rev	2016 November Budget Rev	Variance	2016 November Actual Exp	2016 November Budg Exp	Variance	Variance By Program
Direct Services:							
Outpatient Services	\$288,278	\$393,597	(\$105,319)	\$438,446	\$562,262	\$123,816	\$18,497
Lincoln Psychiatry Services	\$64,097	\$44,639	\$19,458	\$398,351	\$293,825	(\$104,526)	(\$85,068)
Community Treatment	\$1,160,558	\$750,008	\$410,550	\$844,319	\$1,033,471	\$189,152	\$599,702
	\$1,512,933	\$1,188,245	\$324,688	\$1,681,116	\$1,889,558	\$208,442	\$533,130
Shared Services:							
Inpatient	\$629,313	\$565,451	\$63,862	\$915,166	\$866,658	(\$48,508)	\$15,354
CBRF	\$118,470	\$113,189	\$5,281	\$112,655	\$94,832	(\$17,823)	(\$12,542)
Crisis	\$33,199	\$17,104	\$16,095	\$288,041	\$161,606	(\$126,435)	(\$110,341)
AODA Day Hospital	\$5,061	\$16,253	(\$11,192)	\$18,234	\$27,502	\$9,268	(\$1,925)
Protective Services	\$38,926	\$33,267	\$5,659	\$93,279	\$82,526	(\$10,753)	(\$5,094)
Birth To Three	\$99,212	\$87,715	\$11,497	\$200,326	\$169,464	(\$30,862)	(\$19,365)
Apartments	\$45,780	\$43,068	\$2,712	\$43,572	\$43,068	(\$504)	\$2,208
Contract Services	\$0	\$0	\$0	\$333,664	\$140,114	(\$193,550)	(\$193,550)
	\$969,961	\$876,047	\$93,914	\$2,004,937	\$1,585,769	(\$419,168)	(\$325,254)
Totals	\$2,482,894	\$2,064,292	\$418,602	\$3,686,053	\$3,475,327	(\$210,726)	\$207,876
Base County Allocation	\$760,812	\$766,071	(\$5,259)				(\$5,259)
Nonoperating Revenue	\$6,260	\$4,706	\$1,554				\$1,554
County Appropriation	\$640,258	\$640,258	\$0				\$0
Excess Revenue (Expense)	\$3,890,224	\$3,475,327	\$414,897	\$3,686,053	\$3,475,327	(\$210,726)	\$204,171

**North Central Health Care
Review of 2016 Services
Marathon County**

	2016 November Actual Rev	2016 November Budget Rev	Variance	2016 November Actual Exp	2016 November Budget Exp	Variance	Variance by Program
Direct Services:							
Outpatient Services	\$861,708	\$1,231,651	(\$369,943)	\$1,628,080	\$2,252,568	\$624,488	\$254,545
Psychiatry Services	\$277,932	\$534,631	(\$256,699)	\$1,775,705	\$2,092,848	\$317,143	\$60,444
Community Treatment	\$3,797,630	\$2,777,363	\$1,020,268	\$5,068,431	\$4,100,447	(\$967,984)	\$52,284
Day Services	\$1,601,806	\$1,659,800	(\$57,994)	\$1,578,046	\$1,659,800	\$81,754	\$23,760
Clubhouse	\$299,827	\$346,044	(\$46,217)	\$446,090	\$433,126	(\$12,964)	(\$59,181)
Demand Transportation	\$342,689	\$385,658	(\$42,969)	\$361,401	\$385,658	\$24,257	(\$18,712)
Leased Space	\$215,224	\$229,167	(\$13,943)	\$236,396	\$254,431	\$18,035	\$4,092
Aquatic Services	\$614,708	\$716,254	(\$101,546)	\$732,024	\$716,253	(\$15,771)	(\$117,317)
Lakeside Recovery	\$162,445	\$183,333	(\$20,888)	\$292,395	\$507,857	\$215,462	\$194,574
	\$8,173,969	\$8,063,900	\$110,069	\$12,118,568	\$12,402,989	\$284,421	\$394,489
Shared Services:							
Inpatient	\$2,871,240	\$2,579,869	\$291,371	\$4,175,444	\$3,954,127	(\$221,317)	\$70,053
CBRF	\$540,520	\$516,424	\$24,096	\$513,989	\$432,669	(\$81,320)	(\$57,224)
Crisis Services	\$460,334	\$227,299	\$233,036	\$1,625,375	\$831,115	(\$794,260)	(\$561,224)
AODA Day Hospital	\$23,091	\$74,157	(\$51,066)	\$83,194	\$125,479	\$42,285	(\$8,782)
Protective Services	\$177,600	\$151,781	\$25,819	\$425,586	\$376,525	(\$49,061)	(\$23,241)
Birth To Three	\$586,548	\$629,487	(\$42,939)	\$1,184,337	\$1,209,622	\$25,285	(\$17,654)
Group Homes	\$1,853,729	\$1,928,284	(\$74,555)	\$1,904,738	\$1,928,284	\$23,546	(\$51,009)
Supported Apartments	\$2,366,634	\$1,993,767	\$372,867	\$2,252,494	\$1,993,767	(\$258,727)	\$114,140
Contracted Services	\$0	\$0	\$0	\$1,522,341	\$639,271	(\$883,071)	(\$883,071)
	\$8,879,696	\$8,101,068	\$778,628	\$13,687,498	\$11,490,859	(\$2,196,639)	(\$1,418,011)
Totals	\$17,053,665	\$16,164,968	\$888,697	\$25,806,066	\$23,893,848	(\$1,912,218)	(\$1,023,521)
Base County Allocation	\$2,078,439	\$2,004,291	\$74,148				\$74,148
Nonoperating Revenue	\$96,308	\$74,400	\$21,908				\$21,908
County Appropriation	\$5,650,776	\$5,650,189	\$588				\$588
Excess Revenue/(Expense)	\$24,879,188	\$23,893,848	\$985,340	\$25,806,066	\$23,893,848	(\$1,912,218)	(\$926,878)



Access Data		
Month	2015 Access Percentage	2016 Access Percentage
January	99	58
February	99	65
March	92	87
April	83	86
May	70	92
June	59	93
July	60	80
August	67	84
September	58	75
October	66	79
November	65	81
December	51	

Goal is 90-95%

Percentage of referrals scheduled for each HSO program within there 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 recieving paperwork
- Residential - Within 1 month or recieving referral
- Adult Day Services - Within 2 weeks of receiving documentation

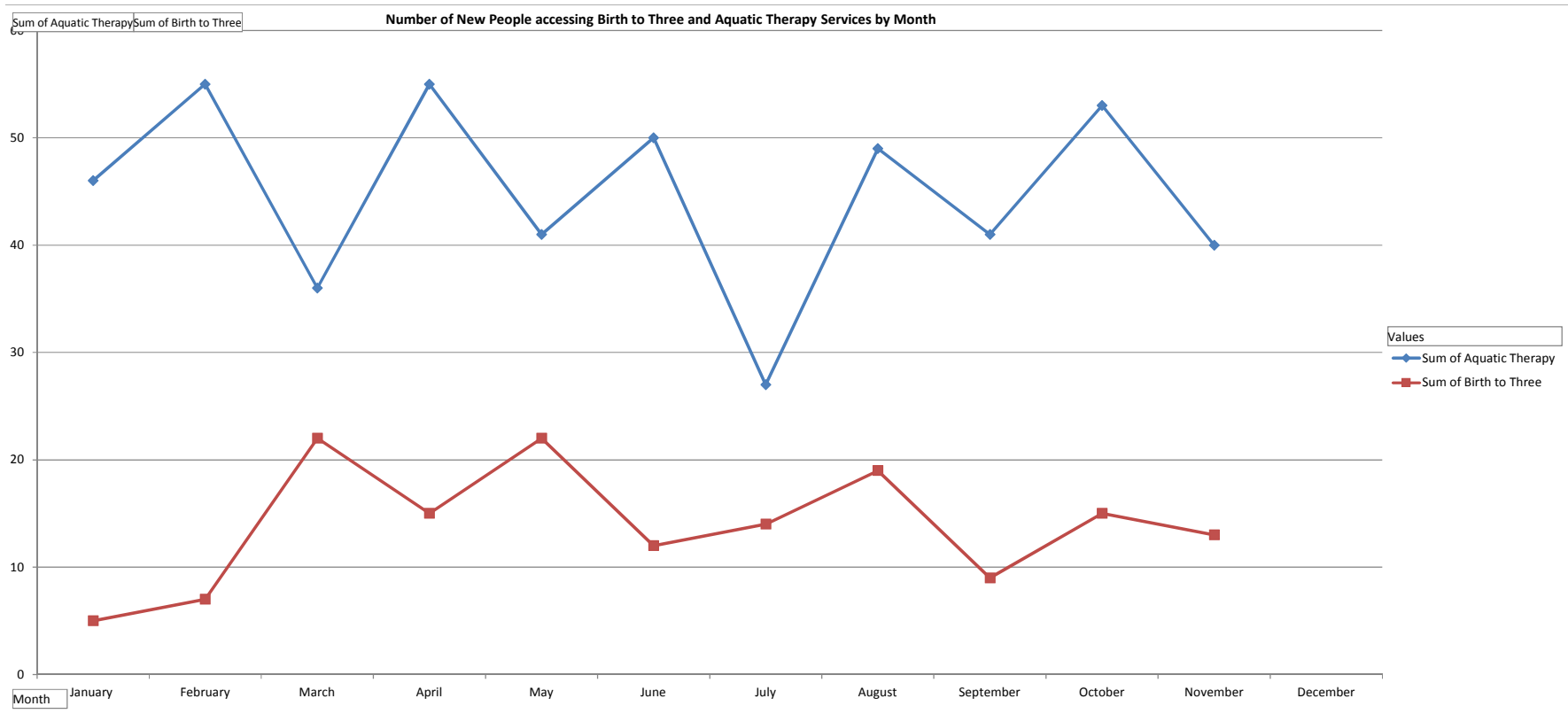
Number of referrals followed through and scheduled

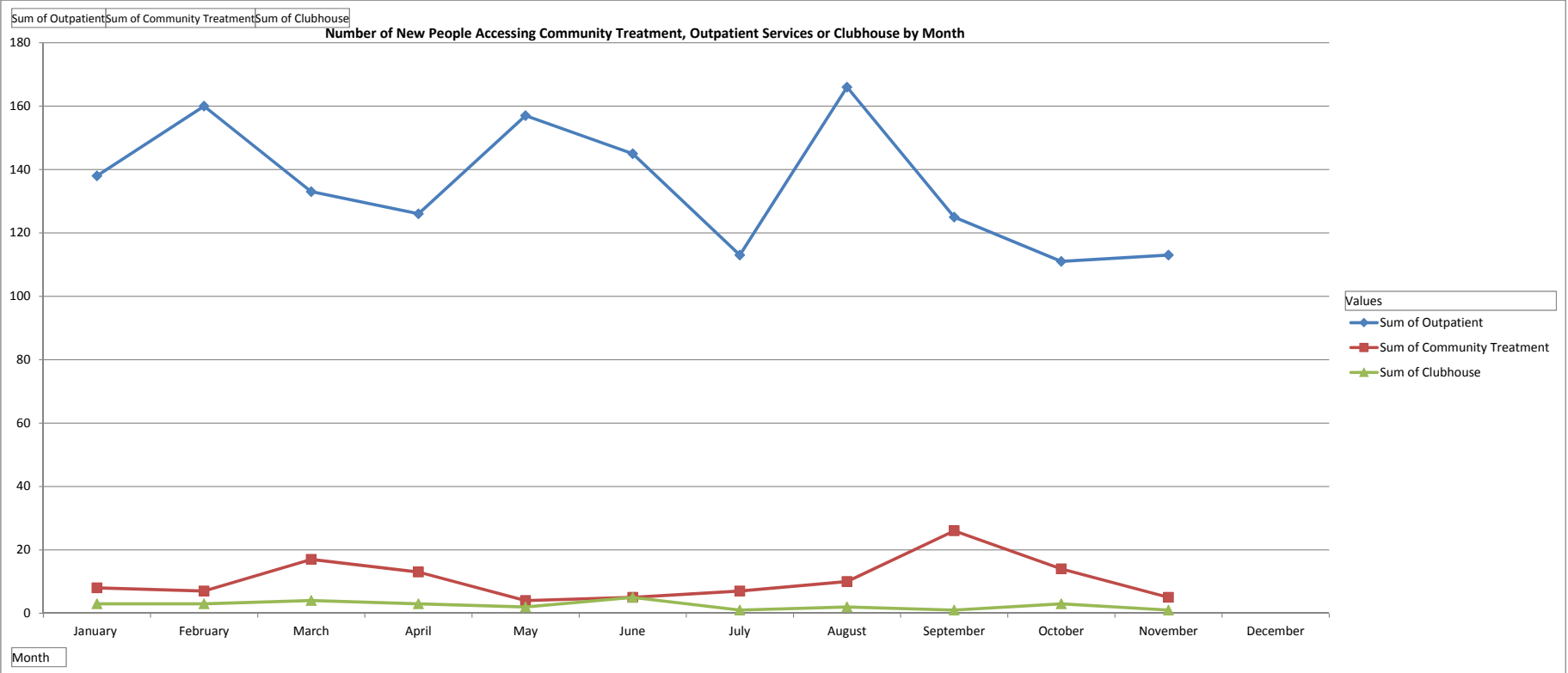
Month	2015 Number of Referrals Scheduled	2016 Number of Referrals Scheduled
January	243	206
February	239	236
March	254	216
April	250	215
May	245	229
June	244	221
July	240	164
August	280	248
September	255	206
October	263	204
November	227	178
December	186	

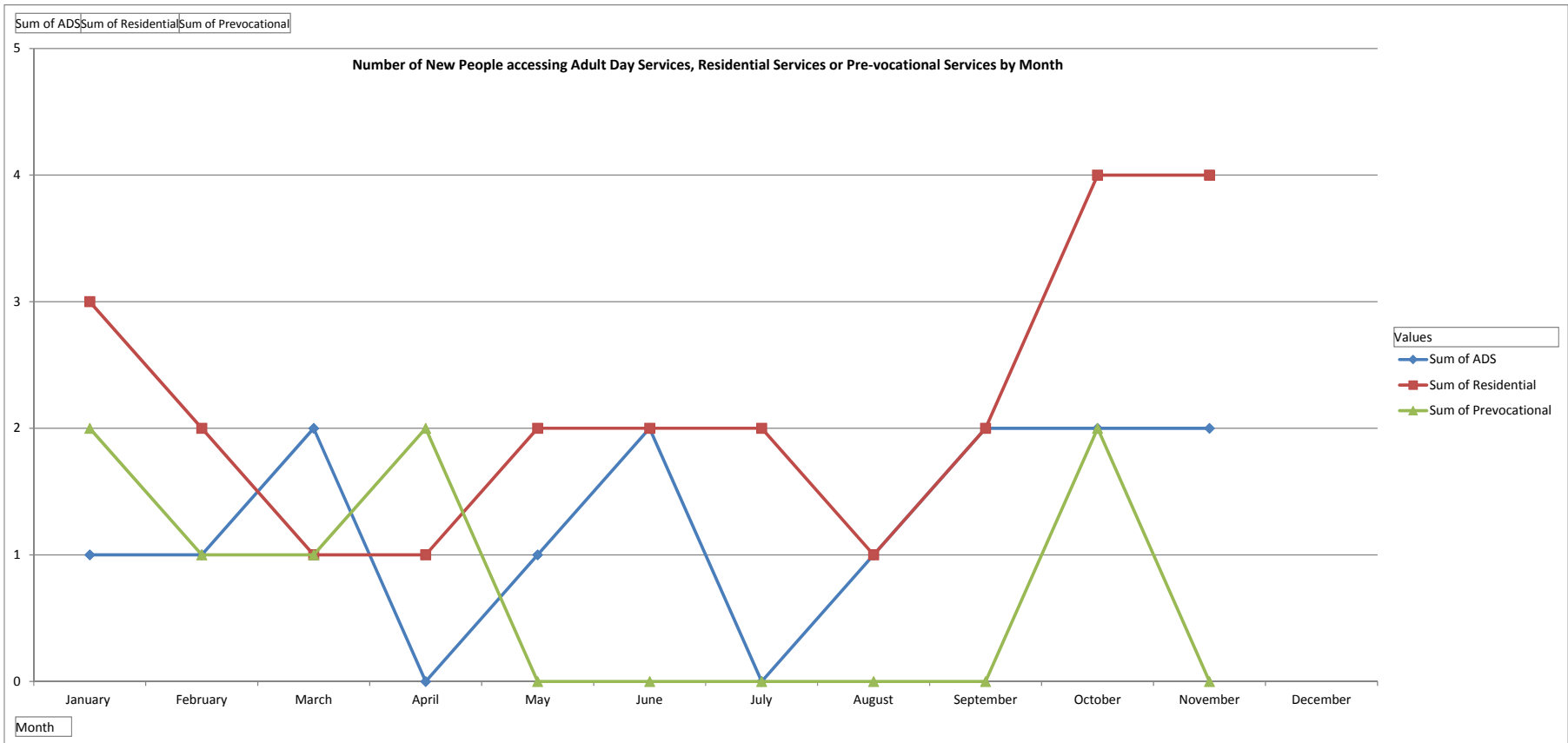
Total Number of Referrals Scheduled in all HSO Programs in North Central Health Care

Outpatient MH and AODA Only

Month	Number of Total Outpatient Referrals			Total Number of Outpatient Persons Scheduled	Percent
	Marathon	Lincoln	Langlade		
January	103	44	51	138	70%
February	142	37	53	160	69%
March	112	51	59	133	60%
April	136	47	36	126	58%
May	124	43	60	157	69%
June	117	48	46	145	69%
July	121	43	32	113	58%
August	159	44	58	166	64%
September	110	48	43	125	62%
October	111	38	44	111	58%
November	85	33	49	113	68%
December					





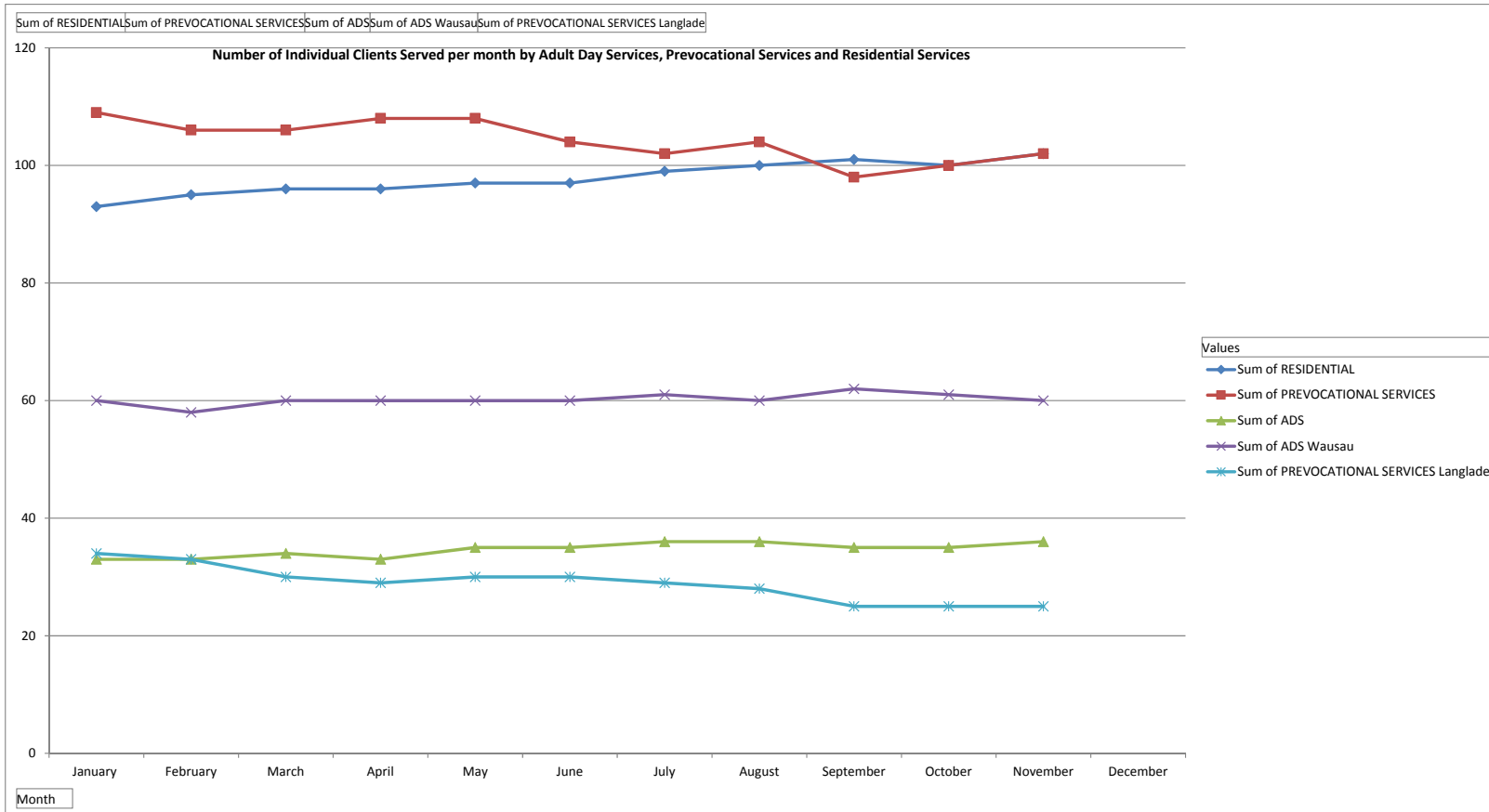


Month	Aquatic Therapy	Birth to Three	Clubhouse	Community Treatment	Outpatient	Prevocational	Residential	ADS
January	46	5	3	8	138	2	3	1
February	55	7	3	7	160	1	2	1
March	36	22	4	17	133	1	1	2
April	55	15	3	13	126	2	1	0
May	41	22	2	4	157	0	2	1
June	50	12	5	5	145	0	2	2
July	27	14	1	7	113	0	2	0
August	49	19	2	10	166	0	1	1
September	41	9	1	26	125	0	2	2
October	53	15	3	14	111	2	4	2

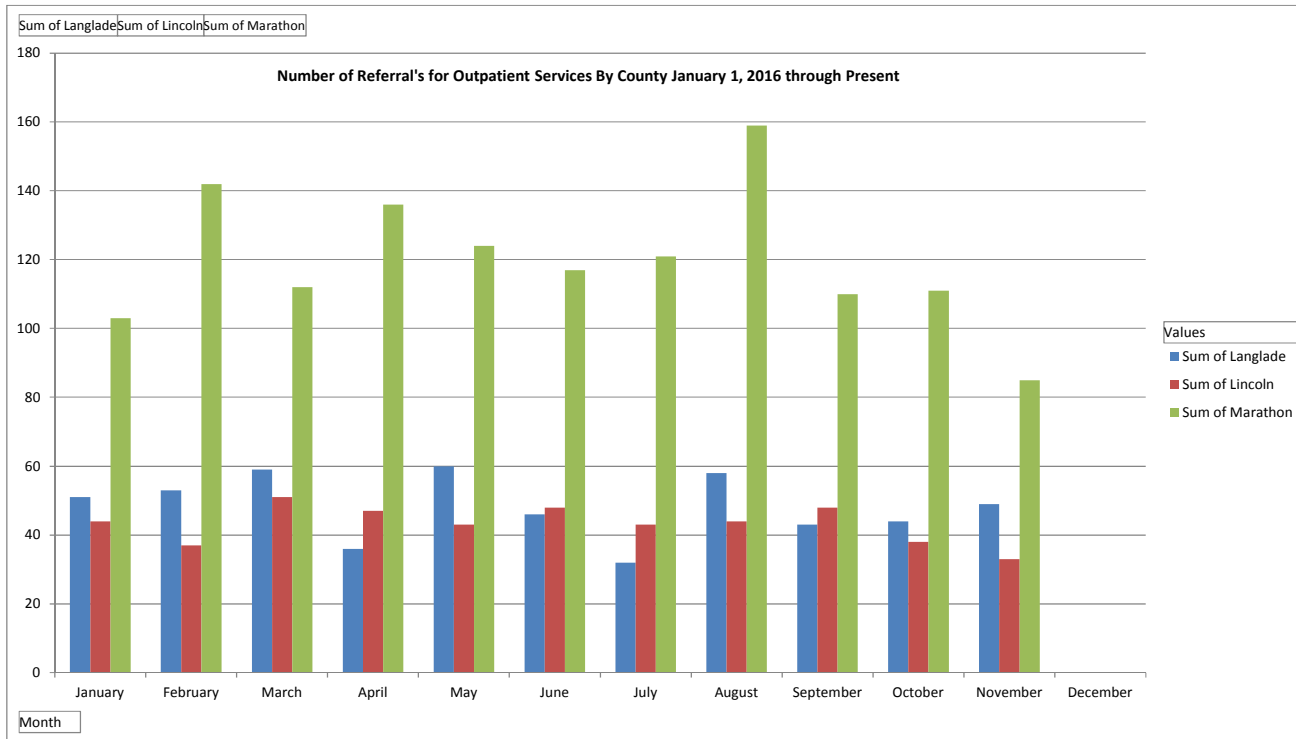
Number of Clients Served By Each Program

PROGRAM	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	2015 TOTAL
ADS LANGLADE	33	33	34	33	35	35	36	36	35	35	36		37
ADS WAUSAU	60	58	60	60	60	60	61	60	62	61	60		68
AMBULATORY DETOX	32	27	36	31	32	22	24	11	4	4	7		55
AODA DAY TREATMENT	16	21	21	14	14	10	6	6	0	0	0		58
AQUATIC SERVICES	109	115	118	120	124	123	88	115	104	129	121		589
BIRTH TO 3 LANGLADE	16	16	19	17	19	17	16	21	21	19	16		38
BIRTH TO 3 LINCOLN	24	24	27	26	29	28	28	29	29	28	30		63
BIRTH TO 3 MARATHON	163	161	173	175	172	170	170	169	161	151	143		356
CASE MANAGEMENT LANGLADE	0	0	0	0	0	0	0	0	0	0	0		2
CASE MANAGEMENT LINCOLN	1	1	0	0	0	0	0	0	0	0	0		1
CASE MANAGEMENT MARATHON	2	2	2	2	1	2	3	2	2	3	1		11
CHILDREN'S SUPPORT SERVICES LANGLADE	9	11	15	14	16	9	14	15	14	13	14		22
CHILDREN'S SUPPORT SERVICES- LINCOLN	19	12	21	22	14	14	21	21	20	20	18		39
CLUBHOUSE	13	16	21	21	18	19	22	20	20	22	18		35
CSP- LANGLADE	6	4	4	5	5	4	4	4	3	3	3		7
CSP- LINCOLN	0	0	0	0	0	0	0	0	0	0	0		1
CSP- MARATHON	24	24	23	22	22	21	22	22	18	17	15		32
CCS- LANGLADE	50	51	52	51	55	55	55	53	57	58	59		66
CCS- LINCOLN	72	71	76	73	75	77	80	79	84	81	80		85
CCS- MARATHON	341	334	348	342	346	346	346	358	358	366	357		426
CRISIS CBRF	26	20	20	28	31	26	19	11	15	8	11		248
CRISIS- TOMAHAWK	0	1	0	0	0	0	0	2	3	0	2		2
CRISIS- LANGLADE	9	9	16	23	18	5	18	22	12	13	20		61
CRISIS- LINCOLN	27	20	24	27	11	15	17	22	13	22	19		68
CRISIS- MARATHON	166	125	192	187	151	124	156	170	159	151	155		1230
DEMAND TRANSPORTATION	181	202	192	190	200	177	146	174	184	184	183		740
BHS HOSPITAL	100	90	87	104	103	103	104	90	72	96	81		1015
LAKESIDE RECOVERY-MMT	13	13	15	17	18	15	12	16	13	13	13		31
OUTPATIENT AODA- TOMAHAWK	40	31	36	38	35	32	28	29	39	30	45		100
OUTPATIENT AODA- LANGLADE	78	88	115	90	96	103	73	81	66	74	79		422
OUTPATIENT AODA- MERRILL	61	50	66	71	76	77	53	54	45	46	40		320
OUTPATIENT AODA- MARATHON	204	230	256	236	235	183	226	268	221	247	229		1319
OUTPATIENTMH- TOMAHAWK	25	16	22	24	13	14	12	19	20	19	29		64
OUTPATIENT MH- LANGLADE	135	110	152	144	159	155	101	120	120	116	145		407
OUTPATIENT MH- MERRILL	123	128	127	126	118	124	71	65	59	49	49		347
OUTPATIENT MH- MARATHON	250	257	271	289	269	252	243	305	222	255	292		1014
PREVOCATIONAL SERVICES- LANGLADE	34	33	30	29	30	30	29	28	25	25	25		38
PREVOCATIONAL SERVICES- MARATHON	109	106	106	108	108	104	102	104	98	100	102		127
PROTECTIVE SERVICES- LANGLADE	0	0	0	0	0	0	0	0	0	4	0		9
PROTECTIVE SERVICES- LINCOLN	1	4	0	0	0	1	2	1	3	4	2		49
PROTECTIVE SERVICES- MARATHON	5	4	3	4	5	11	10	2	18	18	19		47
PSYCHIATRY- TOMAHAWK	15	11	9	13	11	9	15	6	13	13	8		142
PSYCHIATRY- LANGLADE	36	31	42	25	40	30	45	37	37	32	28		191
PSYCHIATRY- MERRILL	65	55	69	69	68	75	60	55	82	61	39		1402
PSYCHIATRY- MARATHON	488	471	394	445	318	281	421	312	383	401	349		108
RESIDENTIAL	93	95	96	96	97	97	99	100	101	100	102		
TOTAL	3274	3181	3390	3411	3247	3055	3058	3114	3015	3091	3044		

Total number of people served by each NCHC department
per month for year 2016.

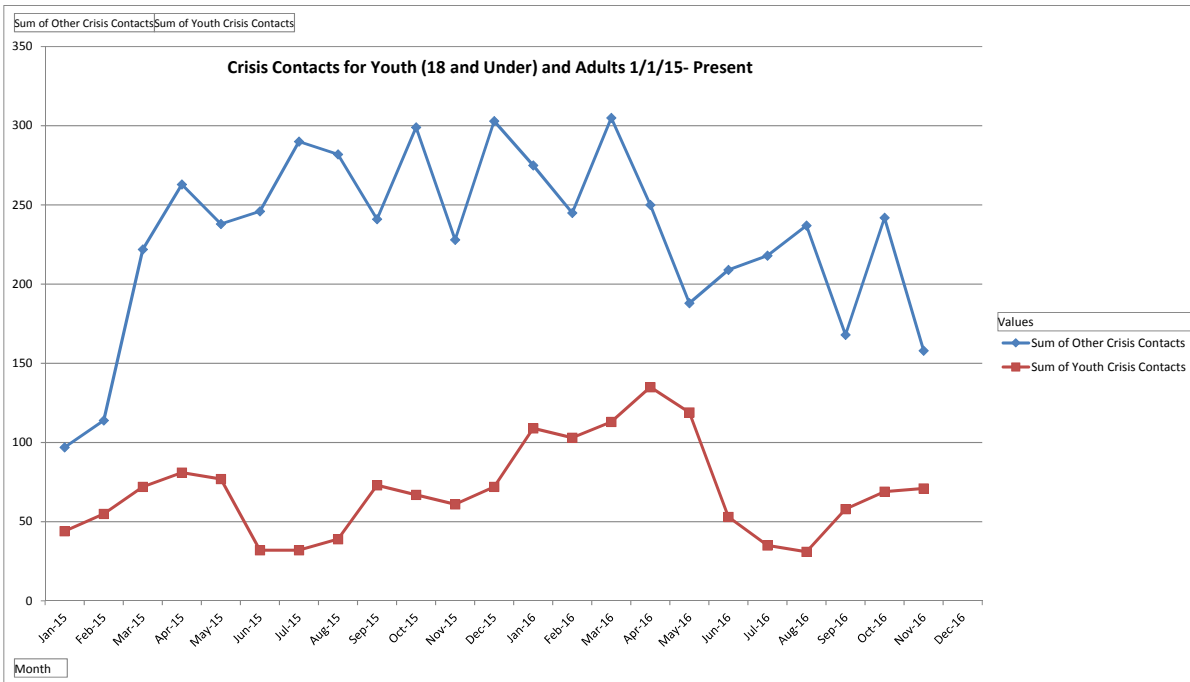


Residential, Pre-vocational and Adult Day Services Data on the Number of Clients Served by Month 2016						
Month	RESIDENTIAL	PREVOCATIONAL SERVICES		ADS		
		Marathon	Langlade	Langlade	Wausau	
January	93	109	34	33	60	
February	95	106	33	33	58	
March	96	106	30	34	60	
April	96	108	29	33	60	
May	97	108	30	35	60	
June	97	104	30	35	60	
July	99	102	29	36	61	
August	100	104	28	36	60	
September	101	98	25	35	62	
October	100	100	25	35	61	
November	102	102	25	36	60	
December						



Outpatient Services Referrals By County 2016			
Month	Marathon	Lincoln	Langlade
January	103	44	51
February	142	37	53
March	112	51	59
April	136	47	36
May	124	43	60
June	117	48	46
July	121	43	32
August	159	44	58
September	110	48	43
October	111	38	44
November	85	33	49
December			

Total number of referrals that come to each county. This may be a referral sent from their healthcare provider, the criminal justice system or a self referral by calling or coming in to one of the NCHC locations.



This data represents the number of contacts made to youth versus adults with the definition of under 18 years old. Contacts are assessments of their current states and determination if any follow-up is required

Number of Crisis Contacts, Youth Versus Adults January 1, 2015 - Present

Month	Youth Crisis Contacts	Other Crisis Contacts
Jan-15	44	97
Feb-15	55	114
Mar-15	72	222
Apr-15	81	263
May-15	77	238
Jun-15	32	246
Jul-15	32	290
Aug-15	39	282
Sep-15	73	241
Oct-15	67	299
Nov-15	61	228
Dec-15	72	303
Jan-16	109	275
Feb-16	103	245
Mar-16	113	305
Apr-16	135	250
May-16	119	188
Jun-16	53	209
Jul-16	35	218
Aug-16	31	237
Sep-16	58	168
Oct-16	69	242
Nov-16	71	158
Dec-16		

This data represents the number of contacts made to youth versus adults with the definition of under 18 years old. Contacts are assessments of their current states and determination if any follow-up is required

Average Waiting Time to First Appointment For NCHC's High Volume Programs

Month	Access for MMT	Access for Marathon Outpatient MH	Access for Outpatient Marathon AODA	Access for Day Treatment	Access for Langlade MH	Access for Langlade AODA	Access for Lincoln MH	Access for Lincoln AODA
June	60 Days	2.2 Days	3.6 Days	3.6 Days (No Waitlist)	9.8 Days	12.5 Days	3.7 Days	9.7 Days
July	86 Days	2.7 Days	1.4 Days	1.4 Days (No Waitlist)	20.2 Days	28 Days	7.5 Days	6.5 Days
August	90 Days	2.4 Days	2 Days	2 Days (No Waitlist)	26.2 Days	22.7 Days	8.5 Days	8.8 Days
September	102 Days	1.3 Days	1.2 Days	\	26.2 Days	22.7 Days	7.2 Days	8.3 Days
October	112 Days	3.4 Days	3.7 Days	\	31.3 Days	37.4 Days	7.3 Days	9.2 Days
November		1.8 Days	3.4 Days	3.4 Days (No Waitlist)	41.9 Days	23.8 Days	4.4 Days	6.3 Days
December								

Average number of day's per program = total number of days divided by the total number of clients.

Crisis and Inpatient Data

Number of patients admitted to Inpatient Hospital from each county of residence						Percentage of Hospital Admits from Each County				
Month	Marathon County Admits	Lincoln County Admits	Langlade County Admits	Other County Admits	Total Admits	Month	Marathon County Admits	Lincoln County Admits	Langlade County Admits	Other County Admits
January	61	7	7	2	77	January	79.22%	9.09%	9.09%	2.60%
February	44	11	10	1	66	February	66.67%	16.67%	15.15%	1.52%
March	51	6	4	1	62	March	82.26%	9.68%	6.45%	1.61%
April	66	5	8	0	79	April	83.54%	6.33%	10.13%	0.00%
May	64	7	10	1	82	May	78.05%	8.54%	12.20%	1.22%
June	61	7	11	0	79	June	77.22%	8.86%	13.92%	0.00%
July	66	3	8	1	78	July	84.62%	3.85%	10.26%	1.28%
August	45	7	10	1	63	August	71.43%	11.11%	15.87%	1.59%
September	40	3	11	0	54	September	74.07%	5.56%	20.37%	0.00%
October	66	8	4	0	78	October	84.62%	10.26%	5.13%	0.00%
November	45	7	6	0	58	November	77.59%	12.07%	10.34%	0.00%
December					0	December				

This is the Number of Admits by County of Residence to the NCHC BHS Hospital Unit

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	4.55	4.14	4.2	1
June	6.15	6.71	18.5	0
July	5.73	4.33	5.88	5
August	7.31	5.29	7.3	2
September	9.28	6.00	5.55	0
October	6.71	7.63	9	0
November	5.89	7.29	5.83	62
December				

This is the total number of days for patients from each county on the NCHC BHS Hospital Unit divided by the actual number of people admitted from that county giving the average patient days.

Crisis and Inpatient Data

OWI Assessments

Date	# of Marathon County Assessments	# of Lincoln County Assessments	# of Langede County Assessments
January			
1/4/2016	4		
1/5/2016	3	5	
1/6/2016	2		
1/7/2016	3		3
1/8/2016	4		
<hr/>			
1/11/2016	1		
1/12/2016	4		
1/13/2016	1		
1/14/2016	4		
1/15/2016	3		
<hr/>			
1/18/2016	4		
1/19/2016		5	
1/20/2016	2		
1/21/2016			4
1/22/2016	3		
<hr/>			
1/25/2016	2		
1/26/2016	5		
1/27/2016	3		
1/28/2016	3		
1/29/2016			4
<hr/>			
Total OWI Assessments	51	10	11
February			
2/1/2016	2		
2/2/2016		4	
2/3/2016	3		
2/4/2016	4		3
2/5/2016	5		
<hr/>			
2/8/2016	2		
2/9/2016	5		
2/10/2016	3		
2/11/2016	4		
2/12/2016	5		
<hr/>			
2/15/2016	4		
2/16/2016		4	
2/17/2016	3		
2/18/2016			5
2/19/2016	2		
<hr/>			
2/22/2016	5		
2/23/2016	4		
2/24/2016	2		
2/25/2016	4		
2/26/2016	4		
<hr/>			
2/29/2016	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			
3/1/2016	2	5	
3/2/2016	4		
3/3/2016	5		5
3/4/2016	2		
3/7/2016	4		
3/8/2016	4		
3/9/2016	3		
3/10/2016	5		
3/11/2016	5		
3/14/2016	4		
3/15/2016		3	
3/16/2016	1		
3/17/2016			4
3/18/2016	5		
3/21/2016	2		
3/22/2016	3		
3/23/2016	4		
3/24/2016	5		
3/25/2016			3
3/28/2016	5		
3/29/2016	4		
3/30/2016	3		
3/31/2016	4		
Total OWI Assessments	74	8	12
April			
4/1/2016	4		
4/4/2016	3		
4/5/2016	5	5	
4/6/2016	3		
4/7/2016	4		4
4/8/2016	3		
4/11/2016	2		
4/12/2016	5		
4/13/2016	4		
4/14/2016	5		
4/15/2016	3		
4/18/2016	2		
4/19/2016		3	
4/20/2016	4		
4/21/2016			4
4/22/2016	3		
4/25/2016	1		
4/26/2016	4		
4/27/2016			
4/28/2016	4		
4/29/2016	5		
Total OWI Assessments	64	8	8

Crisis and Inpatient Data

OWI Assessments

Date	# of Marathon County Assessments	# of Lincoln County Assessments	# of Langlade County Assessments
May			
5/2/2016	1		
5/3/2016	5	3	
5/4/2016	4		
5/5/2016	4		5
5/6/2016			
<hr/>			
5/9/2016	3		
5/10/2016	4		
5/11/2016	1		
5/12/2016	4		1
5/13/2016	5		
<hr/>			
5/16/2016	1		
5/17/2016		3	
5/18/2016	3		
5/19/2016			2
5/20/2016	5		
<hr/>			
5/23/2016	2		
5/24/2016			
5/25/2016	4		
5/26/2016	5		
5/27/2016	4		
<hr/>			
5/31/2016	1		
Total OWI Assessments	56	6	8
<hr/>			
June			
6/1/2016	3		
6/2/2016	5		5
6/3/2016	4		
<hr/>			
6/6/2016			
6/7/2016		3	
6/8/2016			
6/9/2016			
6/10/2016			
<hr/>			
6/13/2016	2		
6/14/2016	3		
6/15/2016	4	2	
6/16/2016	2		2
6/17/2016	5		
<hr/>			
6/20/2016	2		
6/21/2016		2	
6/22/2016	3		
6/23/2016	3		
6/24/2016	5		
<hr/>			
6/27/2016	2		
6/28/2016	5		
6/29/2016	3		
6/30/2016			
Total OWI Assessments	51	7	7

Crisis and Inpatient Data

OWI Assessments

Date	# of Marathon County Assessments	# of Lincoln County Assessments	# of Langlade County Assessments
July			
7/1/2016	4		
7/5/2016	2		
7/6/2016	2		
7/7/2016	4		4
7/8/2016	4		
7/11/2016	2		
7/12/2016	3		
7/13/2016	2		
7/14/2016	4		
7/15/2016	4		
7/18/2016	1		
7/19/2016	1		3
7/20/2016	4		4
7/21/2016			4
7/22/2016	4		
7/25/2016	2		
7/26/2016	4		
7/27/2016	4		
7/28/2016	5		
7/29/2016	4		
Total OWI Assessments	60	7	8
August			
8/1/2016	3		
8/2/2016	3		4
8/3/2016	3		
8/4/2016	4		4
8/5/2016	4		
8/8/2016	3		
8/9/2016	1		
8/10/2016	3		
8/11/2016	5		
8/12/2016	5		
8/15/2016	3		
8/16/2016			3
8/17/2016	4		5
8/18/2016			4
8/19/2016	3		
8/22/2016	1		
8/23/2016	4		
8/24/2016	1		
8/25/2016	4		
8/26/2016	2		
8/29/2016	1		
8/30/2016	5		
8/31/2016	3		
Totals	65	12	8

Crisis and Inpatient Data

OWI Assessments

Date	# of Marathon County Assessments	# of Lincoln County Assessments	# of Langlade County Assessments
September			
9/1/2016		3	4
9/2/2016		4	
9/5/2016			
9/6/2016			3
9/7/2016	4		
9/8/2016	4		
9/9/2016	4		
9/12/2016	1		
9/13/2016	3		
9/14/2016	2		
9/15/2016			4
9/16/2016			
9/19/2016			
9/20/2016			5
9/21/2016	4	4	
9/22/2016	5		
9/23/2016	5		
9/26/2016	2		
9/27/2016	4	1	
9/28/2016	2		
9/29/2016	5		
9/30/2016	5		
Total	57	13	8
October			
10/2/2016			
10/3/2016	1		
10/4/2016		4	
10/5/2016	3		
10/6/2016			4
10/7/2016	4		
10/10/2016	2		
10/11/2016	1		
10/12/2016	4		
10/13/2016	3		
10/14/2016	5		
10/17/2016	1		
10/18/2016		3	
10/19/2016	3	1	
10/20/2016			5
10/21/2016	5		
10/24/2016	4		
10/25/2016			4
10/26/2016	4		
10/27/2016	4		
10/28/2016	4		
10/31/2016	1		
Total	49	8	13

Crisis and Inpatient Data

OWI Assessments

Date	# of Marathon County Assessments	# of Lincoln County Assessments	# of Langlade County Assessments
November			
11/1/2016			1
11/2/2016	4		
11/3/2016			5
11/4/2016	5		
11/7/2016	4		
11/8/2016	3		
11/9/2016	4		
11/10/2016	5		
11/11/2016	3		
11/14/2016	1		
11/15/2016			4
11/16/2016	3		1
11/17/2016			5
11/18/2016	5		
11/21/2016	2		
11/22/2016			
11/23/2016			
11/24/2016			
11/25/2016	1		
11/28/2016	2		
11/29/2016	2		
11/30/2016	3		
Total	47		6
			10

Crisis and Inpatient Data

Number of clients admitted to NCHC BHS Hospital
with each of the payer 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	12	29	16	7
June	14	26	9	11
July	15	23	13	11
August	9	16	13	9
September	8	18	8	6
October	13	26	16	11
November	12	19	7	7
December				0

61
44
51
66
64
60
62
47
40
66
45
0

Payer Mix Percentage of NCHC BHS Hospital

MONTH	COMMERCIAL	MEDICAID	MEDICARE	SELF PAY
January	28.57%	33.77%	23.38%	14.29%
February	31.82%	39.39%	19.70%	9.09%
March	27.42%	35.48%	24.19%	12.90%
April	26.58%	34.18%	17.72%	21.52%
May	23.17%	41.46%	24.39%	10.98%
June	21.79%	44.87%	16.67%	16.67%
July	20.78%	38.96%	23.38%	16.88%
August	21.54%	32.31%	24.62%	21.54%
September	18.52%	48.15%	20.37%	12.96%
October	20.00%	41.25%	25.00%	13.75%
November	25.86%	44.83%	15.52%	13.79%
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	3	2	2	0
June	2	2	2	1
July	0	3	0	0
August	3	3	0	1
September	2	1	0	0
October	2	3	3	0
November	2	3	1	1
December				0

7
11
4
5
7
7
3
7
3
8
7
0

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	3	3	2	2
June	1	7	2	1
July	1	2	3	2
August	1	2	3	4
September	0	7	3	1
October	1	3	0	0
November	1	4	1	0
December				0

7
10
4
8
10
11
8
10
11
4
6
0

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	1	0	0	0
June	0	0	0	0
July	0	2	2	0
August	1	0	0	0
September	0	0	0	0
October	0	1	1	0
November				0
December				0

2
1
3
0
1
0
4
1
0
2
0
0

Crisis and Inpatient Data

Crisis Assessment Legal Status

MONTH	51.10	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	100	1	15	18	4	1	0	1	3	4	0	1	3
February	94	2	24	30	2	2	0	1	1	1	0	0	0
March	77	2	21	26	1	0	0	0	3	3	0	0	48
April	76	3	27	22	1	0	1	0	1	3	1	0	39
May	95	2	31	19	2	0	0	2	2	1	1	0	2
June	75	0	11	20	4	1	0	4	5	1	2	1	22
July	104	4	1	20	1	2	0	1	3	5	1	0	0
August	92	4	6	21	4	0	0	0	2	3	0	0	30
September	96	1	17	21	1	1	0	2	2	0	0	0	7
October	112	3	16	25	2	0	0	0	5	1	1	1	14
November	59	1	12	21	4	0	0	0	2	2	0	0	33
December													

51.10 - Voluntary Adult- Mental Health
51.10(D) - Voluntary Drug
51.13(6) - Voluntary Minor (Short-term)
51.15 - Emergency Police Detention (Adult or Minor)
51.20(2)- 3 Party Patition- Involuntary Hold
51.20(13)(G) - Recommitted up to 1 year
51.20(13) - 6 month Commitment
51.20(8)(b)(g) - Outpatient Court ordered settlement agreement
51.45(10) - Voluntary Adult Alcohol
51.45(10)Detox - Voluntary Detox
51.45(11)- Involuntary Alcohol Detention
55.12 - Emergency Placement

Crisis and Inpatient Data

MONTH	Hospital Legal Status														No Legal Status Entered
	51.10	51.10D	51.13(6)	51.15	51.20(13)(G)	51.20(13)	51.20(2)	51.20(8)(b)(g)	51.35 €	51.45(10)	51.45(10)Detox	51.45(11)	51.45(13)	55.12	
January	20	0	1	40	11	1	0	1	0	0	1	2	0	0	0
February	16	0	1	35	5	2	0	2	0	0	1	4	0	0	0
March	12	0	1	32	4	6	0	2	0	3	0	0	0	0	2
April	7	0	0	44	8	7	1	0	0	4	0	5	3	0	0
May	16	1	1	39	5	4		4	0	1	1	8	2	0	0
June	14	0	2	33	7	3	1	0	0	4	3	6	6	0	0
July	20	2	0	30	8	4	1	3	0	2	4	1	3	0	0
August	12	0	1	28	7	1	0	1	0	4	5	3	1	0	2
September	21	0	0	19	5	3	0	1	0	2	2	0	1	0	0
October	26	1	0	32	5	3	0	1	2	3	2	3	0	0	0
November	19	0	1	32	0	3	0	1	1	2	1	0	0	0	0
December															

51.10 - Voluntary Adult- Mental Health
51.10(D) - Voluntary Drug
51.13(6) - Voluntary Minor (Short-term)
51.15 - Emergency Police Detention (Adult or Minor)
51.20(2)- 3 Party Patition- Involuntary Hold
51.20(13)(G) - Recommitted up to 1 year
51.20(13) - 6 month Commitment
51.20(8)(b)(g) - Outpatient Court ordered settlement agreement
51.35(e) - Violation of Settlement Agreement
51.45(10) - Voluntary Adult Alcohol
51.45(10)Detox - Voluntary Detox
51.45(11)- Involuntary Alcohol Detention
55.12 - Emergency Placement

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	377	76.0%
June	416	86.7%
July	452	91.1%
August	464	93.5%
September	468	97.5%
October	548	110.5%
November	414	86.3%
December		

Number of Patient Days (Physically in the Hospital),divided by 16 multiplied by the number of days in that month.

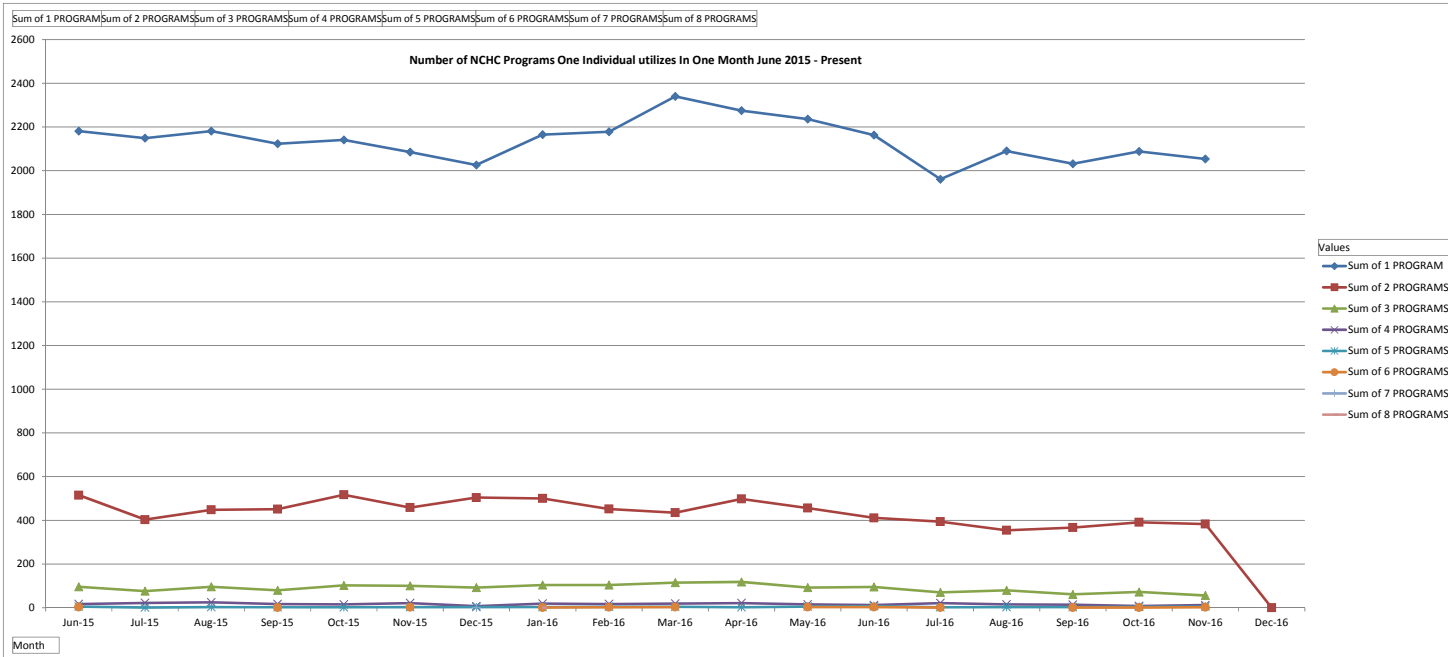
(16 is the number of beds that the BHS hospital is certified to run.)

Example **400 patient days/ (16 beds*30 days)= 83.3%**

Crisis and Inpatient Data

MONTH	Number of Clients Diverted to other Facilities	Age 13-17
January	12	7 Minors
February	30	9 Minors
March	29	6 Minors
April	36	6 Minors
May	48	6 Minors
June	22	1 Minors
July	21	6 Minors
August	27	6 Minors
September	31	12 Minors
October	33	13 Minors
November	24	9 Minors
December		

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



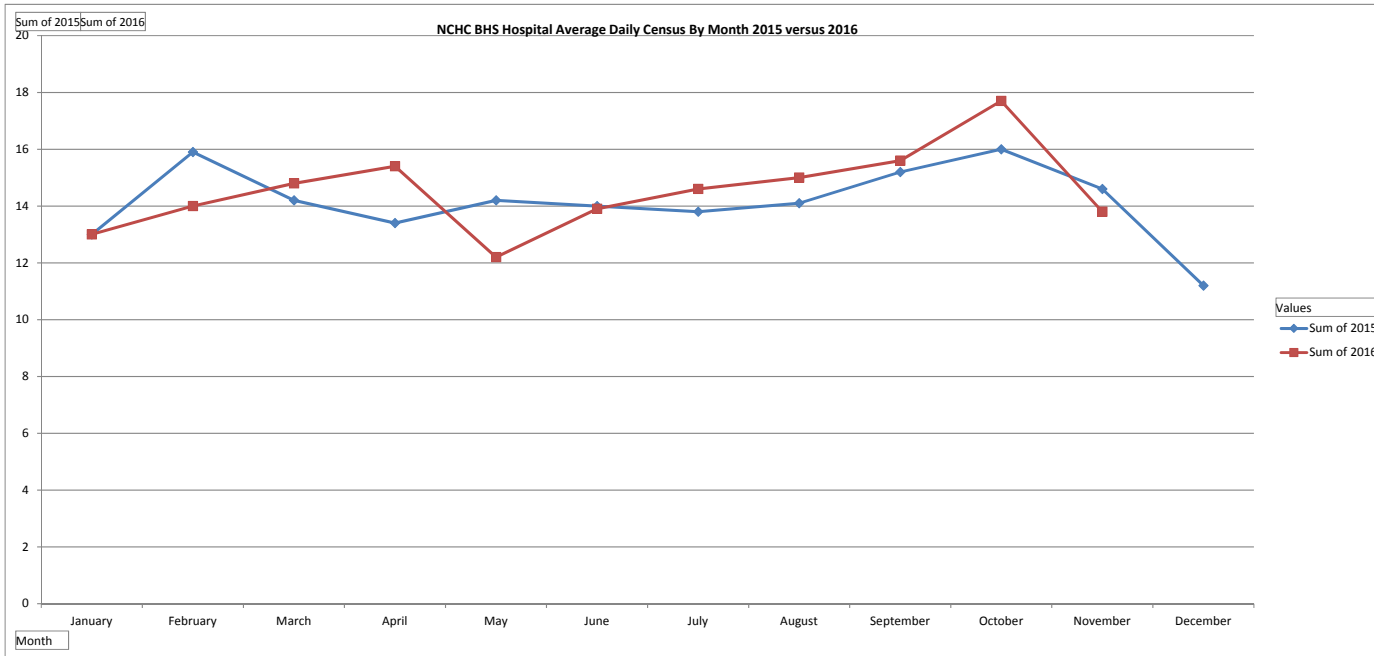
Crisis and Inpatient Data

NUMBER OF CLIENTS ACCESSING MULTIPLE NCHC PROGRAMS BY MONTH

Month	1 PROGRAM	2 PROGRAMS	3 PROGRAMS	4 PROGRAMS	5 PROGRAMS	6 PROGRAMS	7 PROGRAMS	8 PROGRAMS			% 1 Program	% 2 or More	
Jun-15	2181	515	96	17	5	3					2817	77.42%	22.58%
Jul-15	2149	403	76	22	1						2651	81.06%	18.94%
Aug-15	2181	448	96	25	3						2753	79.22%	20.78%
Sep-15	2123	451	80	17	2	1					2674	79.39%	20.61%
Oct-15	2141	517	102	15	2						2777	77.10%	22.90%
Nov-15	2085	458	100	21	3	2					2669	78.12%	21.88%
Dec-15	2026	504	92	7	3		1				2633	76.95%	23.05%
Jan-16	2165	500	104	19	3	1		1			2793	77.52%	22.48%
Feb-16	2178	452	104	17	4	2					2757	79.00%	21.00%
Mar-16	2340	435	115	19	4	3					2916	80.25%	19.75%
Apr-16	2275	498	118	21	2						2914	78.07%	21.93%
May-16	2236	456	92	15	5	3					2807	79.66%	20.34%
Jun-16	2163	411	95	12	7	3					2691	80.38%	19.62%
Jul-16	1961	394	70	21	2	1					2449	80.07%	19.93%
Aug-16	2090	354	80	15	3						2542	82.22%	17.78%
Sep-16	2032	367	61	14	3	1					2478	82.00%	18.00%
Oct-16	2088	391	72	8	4	1					2564	81.44%	18.56%
Nov-16	2054	383	56	12	5	2					2512	81.77%	18.23%
Dec-16													

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

Crisis and Inpatient Data



Crisis and Inpatient Data

Census Data		
Month	2015	2016
January	13	13
February	15.9	14
March	14.2	14.8
April	13.4	15.4
May	14.2	12.2
June	14	13.9
July	13.8	14.6
August	14.1	15
September	15.2	15.6
October	16	17.7
November	14.6	13.8
December	11.2	

Average Daily Census on the NCHC BHS Hospital Unit. This is derived from total patient days for the month divided by the total number of patients for the month.

Crisis and Inpatient Data

Month	Number of Minors On Unit
November 15'	10
December 15'	7
January 16'	9
February 16'	10
March 16'	9
April 16'	10
May 16'	15
June 16'	10
July 16'	7
August 16'	2
September 16'	7
October 16'	2
November 16'	6
December 16'	

Actual number of minors (ages 13-17) on the
NCHC BHS Hospital Unit

Crisis and Inpatient Data

Month	No Roommate Bed Days (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'	45
June 16'	10
July 16'	45
August 16'	85
September 16'	38
October 16'	38
November 16'	57
December 16'	

Crisis and Inpatient Data

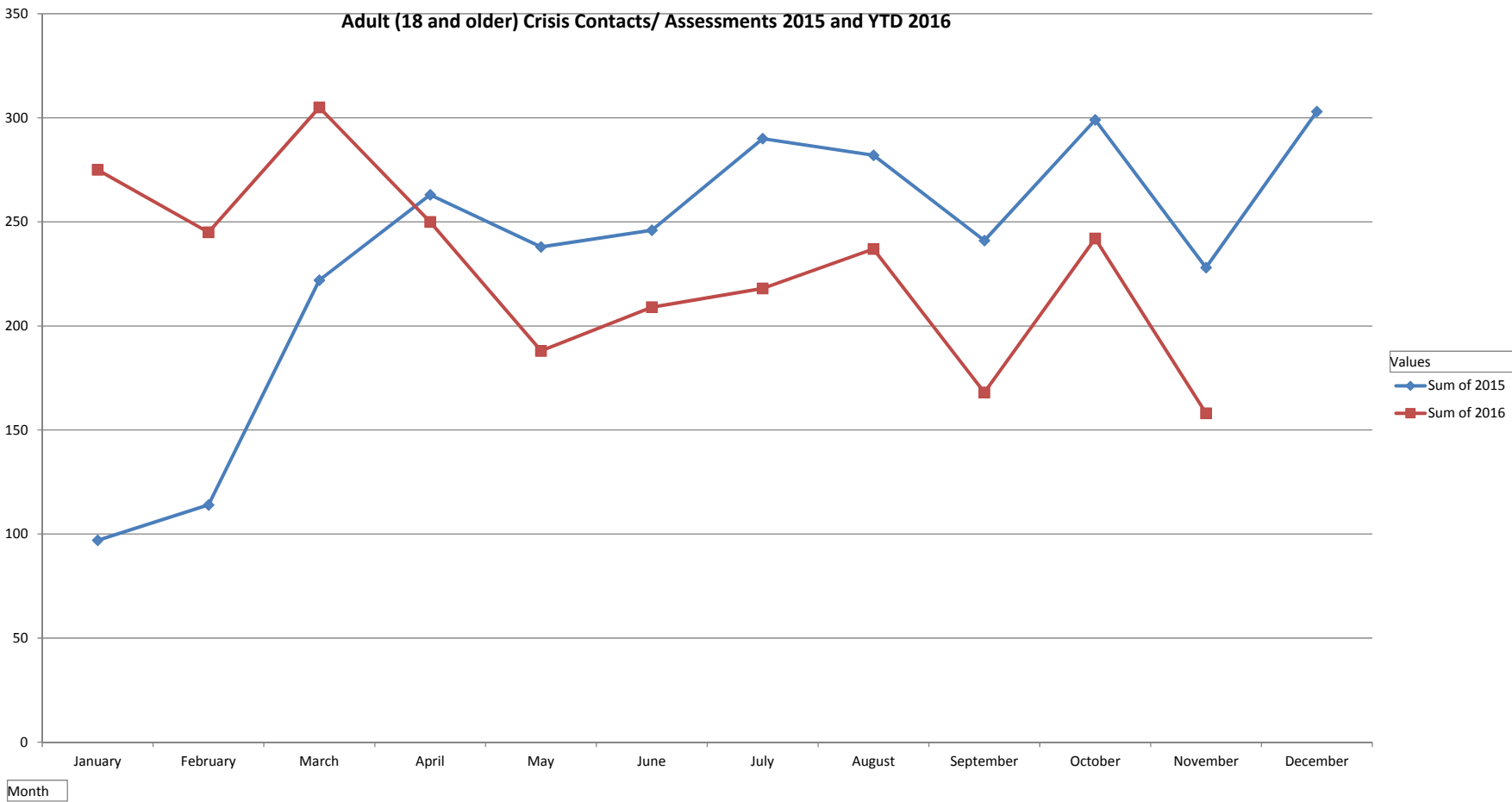
Month	# of Minor Days w/o Roommate
September 15'	0
October 15'	0
November 15'	0
December 15'	12
January 16'	9
February 16'	15
March 16'	32
April 16'	7
May 16'	32
June 16'	25
July 16'	26
August 16'	16
September 16'	16
October 16'	1
November 16'	3
December 16'	

Minors (ages 13-17) 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.

Sum of 2015 Sum of 2016

Adult (18 and older) Crisis Contacts/ Assessments 2015 and YTD 2016

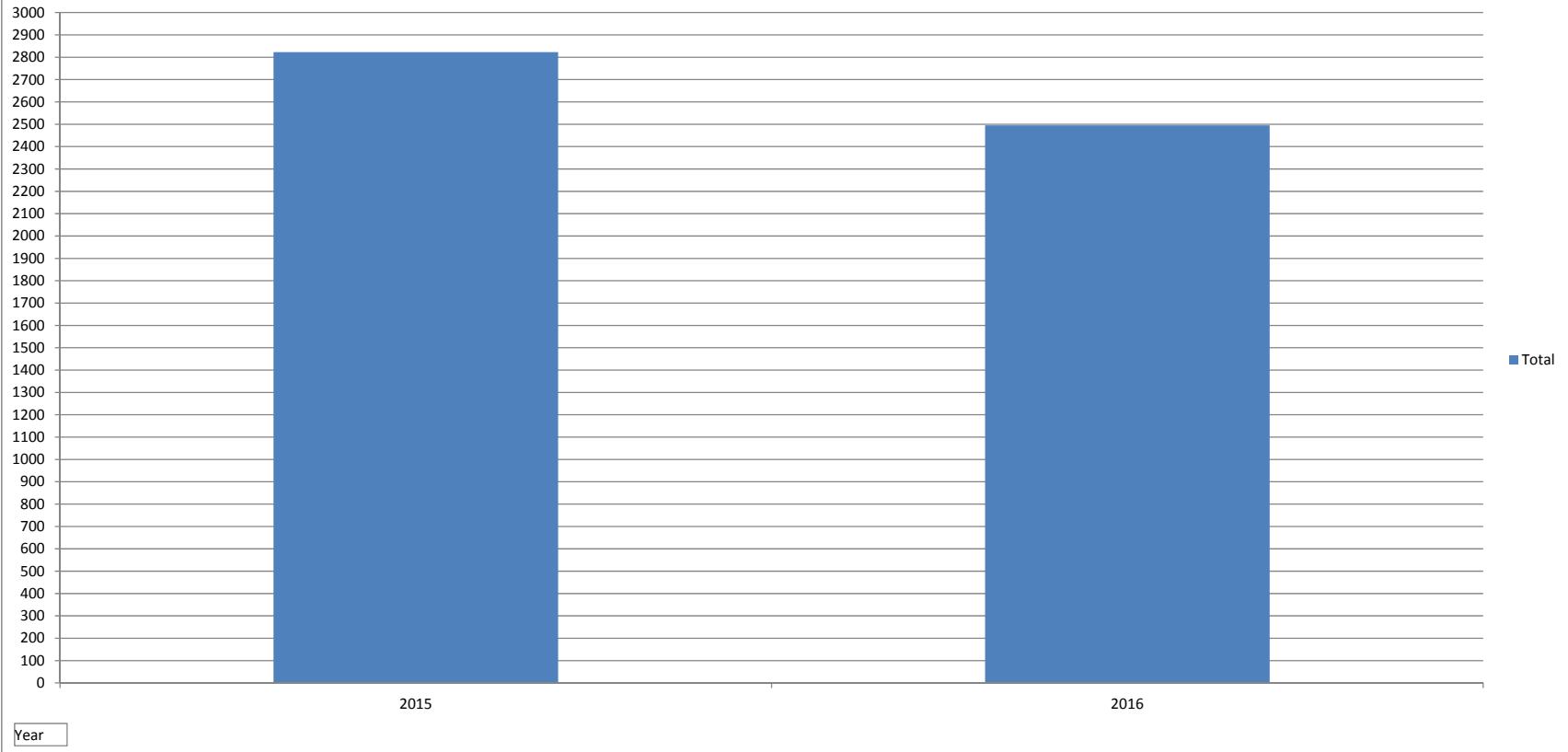


Values
Sum of 2015
Sum of 2016

Month

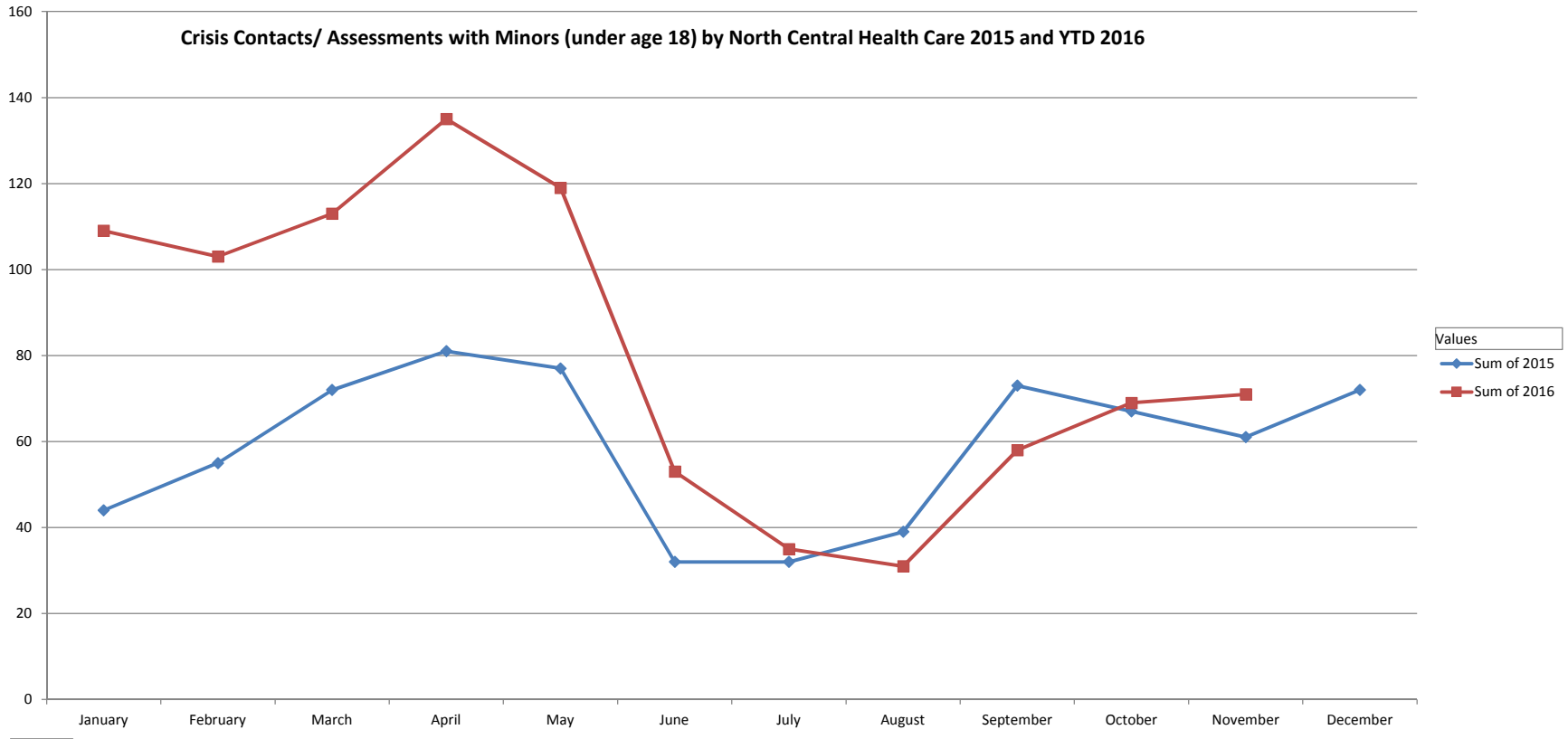
Sum of Adult Crisis Contacts

Crisis Adult Contacts/ Assessments 2015 vs through November 2016



Sum of 2015 Sum of 2016

Crisis Contacts/ Assessments with Minors (under age 18) by North Central Health Care 2015 and YTD 2016



Values

Sum of 2015

Sum of 2016

Month

Sum of Youth Crisis Contacts

Youth Crisis Contacts

