



WESTERN REGION
RECOVERY & WELLNESS
CONSORTIUM

2017
REPORT

Recovery & Wellness Consortium (RWC)

CORE PARTNERS

Buffalo | Chippewa | Pepin

COMPREHENSIVE COMMUNITY SERVICES (CCS) PARTNERS

Barron | Buffalo | Chippewa
Dunn | Pepin | Pierce
Polk | Rusk | Washburn

ADDITIONAL PARTNERS

Eau Claire | St. Croix

Leadership Change

Jill Chaffee has served as the Operations Administrator for the Western Region Recovery and Wellness Consortium. In early 2018, Jill announced that she would be leaving her position to pursue another opportunity. She helped build strong partnerships, maintained a continual consumer focus, and always had the goal of improving quality and access to services. Her leadership, passion, and collaborative nature are greatly appreciated.

Upon her resignation, the selection process to find the consortium's new Operations Administrator quickly began. On April 9, 2018, Jessica Barrickman started in this role. Jessica comes with over ten years of program development experience within the areas of mental health, disability, and aging services. She has worked with both youth and adults as well as in the nonprofit and public sectors. Jessica also has served as an adjunct instructor for the last several years through the UW-Madison Social Work Graduate program, teaching "Communities and Organizations." She brings a passion for growing and developing communities and organizations and is eager to be a part of the RWC!

MESSAGES Recovery & Wellness Consortium (RWC)



Jill A. Chaffee

As I reflect on the accomplishments of the Western Region Recovery & Wellness Consortium, I can sum it up in one word, "wow." We accomplished even more than we thought we could. We responded to the ever changing world of mental health and substance abuse services even within our five year project. We began our journey with seven counties and a vision. We continue our journey five years later with nine counties and the reality of increased access to mental health and substance abuse services. Along the way, we encountered a changing approach to implementation with the regionalization opportunities of Comprehensive Community Services (CCS). We realized the need to collaborate and modify our approach to foster a stronger business model and serve more people in our model. We provided feedback to our state-level partners to impact ongoing service delivery in rural Wisconsin. We are more certain than ever that we need to advocate for services that are effectively delivered throughout our rural communities. Consumers provided feedback and direction that guided us to the implementation of our person and family-driven culture.

We have made so much progress, but we will never "arrive." As we shift and experience a transition within our leadership, we must continue to strive, change, and serve. The journey will continue as we continue to rely on the feedback of our consumers, the quality of our services, and ability to respond to the changing environment of our service delivery system. Our foundation is strong. Thank you for this opportunity to serve alongside such an exceptional group of colleagues. We accomplished so much together as one effective team.

Jill A. Chaffee

*2013-2017 Mental Health & Substance Abuse Operations Administrator
Recovery & Wellness Consortium (RWC)*



Jessica Barrickman

In April 2018, I was humbled and excited to join the Western Region Recovery and Wellness Consortium as the new Operations Administrator. For the previous six years, I had been serving as the Aging and Disability Resource Center Manager of Chippewa County. In this role I worked closely with Jill Chaffee on the Leadership Team and was able to witness the RWC take formation and continually grow and develop. My passion for program and community development, coupled with what I had heard and seen regarding the exceptional collaborative efforts within the RWC, made this seem like an opportunity of great interest for me. A solid foundation has been set by the RWC team over the last five years to sustain the ever changing world of mental health and substance abuse services. I look forward to what 2018 and beyond have to bring for consumers within our community. Amazingly, as we move forward, each county continues to grow and expand service delivery to more and more consumers! With this continual growth in people being served, we must be mindful to adjust the path accordingly in order to meet this growth within the consortium. We also must continue being a strong voice advocating with our state partners to continually be adjusting and improving statewide policy to meet the growing and changing needs of those within our communities. When I started, Jill told me what an exceptional team RWC has. In my first few months, this team has proven Jill correct. The RWC is based on passion for true consumer driven services and commitment to quality service at all levels. I am excited to be a part of the RWC and look forward to the coming years!

Jessica Barrickman

*Mental Health & Substance Abuse Operations Administrator
Recovery & Wellness Consortium (RWC)*

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HISTORY Western Region Recovery & Wellness Consortium (WRRWC)

2005

A group of four western region counties began designing a multi-county mental health and substance abuse collaborative approach to service provision. Crisis services were the focus. Over time, that initiative grew to a public/private partnership between 18 Wisconsin counties and Northwest Connections in Frederic, Wisconsin, which provides telephone and/or mobile emergency mental health services. Over the next ten years collaborative efforts continued between counties and service providers to find the most effective and efficient ways to serve individual mental health and substance abuse needs.

2009

A group of seven western region counties continued the process of identifying regional service gaps and began working on a plan to address crisis services across the lifespan. The Western Region Recovery & Wellness Consortium (WRRWC) was formed, consisting of Barron, Buffalo, Chippewa, Dunn, Eau Claire, Pepin, and Pierce counties. From the beginning, WRRWC incorporated consumers into its initiatives in order to receive meaningful input into the design of services. Additionally, consumers became champions for promoting the concept of recovery and the new services developed by counties.

2014

WRRWC planned for the implementation of Core Mental Health and Substance Abuse Services (Buffalo, Chippewa, and Pepin), while simultaneously creating an eight-county region for Comprehensive Community Services in Barron, Buffalo, Chippewa, Dunn, Pepin, Pierce, Polk, and Rusk counties). This is the largest Comprehensive Community Services (CCS) region in the State of Wisconsin.

2015

WRRWC changed our name, by request of our partners to the Recovery & Wellness Consortium (RWC). Core Mental Health and Substance Abuse Services were implemented within Buffalo, Chippewa, and Pepin counties. Comprehensive Community Services was implemented within Barron, Buffalo, Chippewa, Dunn, Pepin, Pierce, Polk, and Rusk counties.

2017

RWC expanded with the addition of Washburn County and with each passing year CCS and the Core Mental Health and Substance Abuse Services are able to serve a rapidly increasing number of individuals to find success on their recovery journey.



Mission

To provide accessible, high quality mental health and substance abuse services



Vision

The achievement of hope, recovery, and community wellness



Values

Collaboration | Results-Driven
Person / Family-Centered
Recovery Orientation | Effective Leadership

Partners in the Recovery & Wellness Consortium (RWC)



Core Services Overall Goals

- 1 Improve overall quality of care
- 2 Maximize access to a core benefit of services regardless of geographical location
- 3 Increase efficient use of mental health and substance abuse resources
- 4 Increase meaningful participation of people with mental health and substance abuse challenges in the planning and implementation of an effective community-based and recovery-oriented service model.

RWC Core Services 2017 Project Update

The RWC Regionalization Project represents a joint effort between Buffalo, Chippewa, and Pepin counties. This consortium ensures the availability of core mental health and substance abuse services across the three-county region.

- Emergency Mental Health Services (Crisis) Update – RWC:** In 2017 the crisis services program had a significant increase in people who were on a mental health commitment relative to previous years. This put a strain on staff time due to there also being a general increase in overall need for follow up with other daily crisis situations.
- Coordinated Services Teams (CST) Update:** The progress on CST has been steady and positive. The Coordinator has been active in the community promoting the model with other community servicing agencies. The program has seen families that engage in the CST process make constructive changes for their family. There has been a participation increase of school personnel as active team members throughout Buffalo and Pepin Counties.
- Comprehensive Community Services (CCS) Update:** Counties continue to expand their services to a rapidly increasing number of consumers. Although this improving access is amazing, and our goal, it has created some workload challenges for the system to navigate through.

- Community Support Program (CSP) Update:** CSP continues to have a strong employment support component through a model called Individual Placement and Support (IPS). We switched IPS providers we contracted with in order to enable more continuity of services, filling the vacant employment specialist position much more rapidly.

The challenge for 2017 was serving all the people in need reaching out for services. Some Consortium counties struggle to have the staff resources to serve all of the people requesting services. Counties have been able to demonstrate the 100 percent reimbursement of CCS and are beginning to be able to add staff to this growing need.

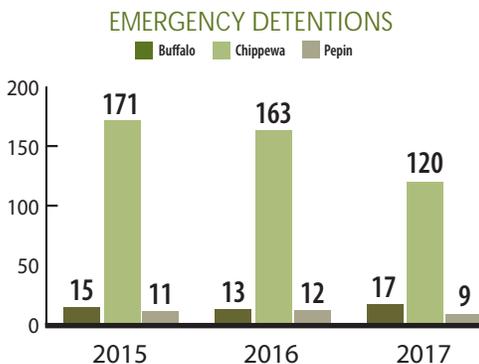
Technology is ever-changing and billing Medicaid is complicated. We are challenged by an electronic health record system that was developed for a medical model and are exploring how to improve the efficiencies of this system. We have worked to find a consistent billing process that would create a more efficient flow of funds.

With our challenges, some might question the net worth of our services. However, our consumers have demonstrated, through their progress, how important it is to provide person-centered, recovery-focused care. ■

Emergency Mental Health Services

Emergency Mental Health Services (crisis) are available twenty-four hours a day, seven days a week. These services may be provided to a person in a mental health crisis or in a situation that is likely to develop into a crisis if supports are not provided. Services provided include telephone, mobile, follow-up and linkage, as well as optional stabilization.

Crisis Program Information



People Served by County

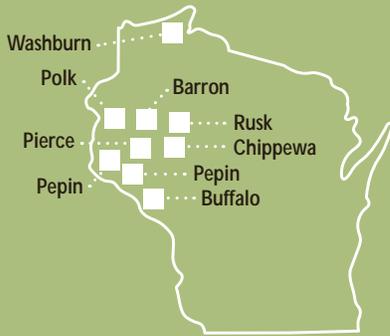
01-01-17 to 12-31-17	Buffalo County	Chippewa County	Pepin County
Total Callers	111	1171	73
Stabilization Calls	5	47	0
Callers 18 Years and Older	71 (minus duplicates)	600 (minus duplicates)	45 (minus duplicates)
Callers 17 Years and Younger	13 (minus duplicates)	221 (minus duplicates)	17 (minus duplicates)
Age Unknown	2	24	2
Duplicate Callers	41 (total contacts) 17 (total callers)	624 (total contacts) 295 (total callers)	28 (total contacts) 12 (total callers)

Crisis Services continues to demonstrate its value within our system. Prior to its implementation, more consumers were emergency detained. We know the system requires investment from our partners in law enforcement and private-sector hospitals, and we continue to appreciate their engagement in the crisis process. We are working to engage consumers in recovery services following Crisis Services.

Community Support Program (CSP)

CSP provides intensive community-based support services for individuals who have a severe and persistent mental illness and are living in the community. The CSP team provides coordinated care and intensive, accessible, community-based mental health treatment, and psycho-social rehabilitative services. CSP is designed to “wrap” services around the individual. It individualizes treatment and is flexible in order to adapt to the consumer’s needs in the recovery process. Chippewa County served 45 consumers in CSP.

Comprehensive Community Services (CCS)



Partners: Counties of Barron, Buffalo, Chippewa, Dunn, Pepin, Pierce, Polk, Rusk and Washburn

CCS Services include:

- Screening and Assessment
- Service Planning
- Service Facilitation
- Diagnostic Evaluations
- Medication Management
- Physical Health Management
- Peer Support
- Individual Skill Development and Enhancement
- Employment-Related Skill Training
- Individual and/or Family Psycho-Education
- Wellness Management and Recovery/Recovery Support Services
- Psychotherapy
- Substance Abuse Treatment
- Non-Traditional or Other Approved Services

Comprehensive Community Services (CCS)

CCS is a recovery-focused, integrated behavioral health program for people with mental illness and/or substance use disorders or children challenged by emotional needs. CCS provides a coordinated and comprehensive array of recovery services, treatment, and psychosocial rehabilitation services that assist individuals to utilize professional, community, and natural supports to address their needs. The program is person and/or family-centered and uses a consumer-directed approach to recovery services. While CCS services are person and family-centered, services are provided by a team of professionals, peer specialists, and support; all coordinated by a CCS Service Facilitator.

CCS services are eligible for Medicaid reimbursement for those individuals who qualify for Medicaid. However, only counties and tribes are allowed to become state-certified to provide CCS. Medicaid reimburses CCS at actual cost for counties within a consortium model, with the federal government contributing 60 percent and the state government 40 percent. ■



CCS Coordinating Committee

CCS is led by a CCS Coordinating Committee. The Coordinating Committee is equally comprised of consumers and their family members, county personnel, and advocates/providers. CCS is built upon choice; it is important that consumers and their family members are engaged in program development and quality improvement processes.

Enrolled in CCS

DMSAS Region (DQA-Certified Programs)	Served in 2015	Served in 2016	Served in 2017
WRRWC Certification Date (04-01-15)	117	221	399
Barron	18	35	51
Buffalo	2	9	12
Chippewa	37	76	98
Dunn	17	36	72
Pepin	5	12	23
Pierce	20	24	43
Polk	14	20	39
Rusk	4	9	16
Washburn*	0	0	45

*Washburn County started services in 2017.

CCS SPOTLIGHT The Dome Ranch

The Dome Ranch became a provider for the WRRWC in 2015 and currently is serving over 60 clients from the various counties in the WRRWC. We provide services in the service arrays of: Individual Skills Development & Enhancement, Wellness Management & Recovery, Individual/family Psychoeducation, Peer Support, and Psychotherapy.

We have grown at a steady rate, even though we still offer a rural/family owned atmosphere. Our goal is to improve the lives of children, youth and adults by promoting healthy relationships between people, animals and nature. We are dedicated to serving all children, families, youth and adults, especially those who are interested in learning about animals and how they interact with people, nature in all its beauty and leisure activities that promote peaceful/healthy living.

Our staff and family always model and embrace peacefulness and positivity with our animals, property and clients.

The Dome Ranch is located on 32 acres in the beautiful bluffs of Spring Valley, WI. Walking trails weave through our rolling hills and magnificent woods. We have fields that grow feed for animals and gardens that provide vegetables, fruits and flowers for our family and clients to use for enjoyment, feeding the animals and cooking projects. Our dome farmhouse and surrounding buildings are as unique in the area as is our menagerie of friendly exotic and farm animals.

Our programing includes:

SKILL DEVELOPMENT

- Household Tasks: daily living skills, animal cares, garden planting and harvesting (including using them in cooking)
- Financial Management: money management skills for cooking, animal and personal cares, budgeting
- Parenting: caring for the needs of animals translates to basic parenting skills
- Leisure skills for healthy lifestyles
- Character development: compassion, respect, mindfulness, coping skills, honesty, and trust

Promotes Leisure Skills that increase happiness, reduce anxiety and create a more positive outlook for the future.

WELLNESS/SELF-CARE IMPROVEMENT:

- Increasing activity levels with nature activities.
- Improving healthy food consumption by learning about garden foods and how to cook and preserve them.
- Animal care requirements of food, water, medicines, shelter, grooming, and love/affection translate to personal self-care.
- Develop strong bonds to animals – who can become companions when relationships with people can be difficult. Learning to “slow

down” so as to not frighten the animals is a natural process in developing these bonds.

- Learning appropriate food choices for animals and also for yourself, decision making, and problem solving.
- Providing love to animals increases self-esteem, confidence, compassion, mindfulness, and relationship skills such as trust, meaningful conversation, and others.
- Developing coping skills to help decrease crisis or dips in recovery.
- Developing relaxation skills (which help to find peace, quiet voices and obsessions, improve focus) while doing various activities at the Dome Ranch such as joining with nature in woods walks, interacting with animals, art activities, and enjoying beautiful landscapes and more.

SOCIAL SKILLS IMPROVEMENT:

- Communication with animals is a great first step to advanced communication building and trust.

Relationships/friends found in the community spirit at the Dome Ranch:

- Bonding with animals helps with finding purpose and a sense of being.
- Leadership/confidence – feeling good about who you are as you work with the resources at the Dome Ranch.
- Advocacy – being able to make decisions and speak about your needs respectfully.
- Staff that reinforce all of the above.
- Promotes Leisure skills that increase happiness, reduce anxiety, and create a more positive outlook for the future. ■

CCS PROVIDER SPOTLIGHT

Garlick's CBRF, Inc.

Garlick's CBRF (Community Based Residential Facility), Inc. provides residential services to CCS consumers through our Adult Family Homes (AFH) and supported apartment in Buffalo and Pepin counties. We have created our programs to reflect a person-centered approach as the truth is that each person's strengths and struggles are unique and that each person is able to define what recovery looks like for themselves if given the opportunity.

Consumers have the ability to transition from our AFHs, which provide around the clock support staff, to an apartment that is less restrictive and promotes a transition to independence. While at the AFH, consumers have the opportunity to participate in individual skill-building lessons and groups. They are able to engage in other services offered by CCS that they have chosen for themselves with the support of Garlick's staff and their CCS facilitator. While Garlick's CBRF, Inc. has always incorporated skill building lessons and groups as part of its program, the addition of CCS services like peer support, employment-related skill training, and wellness management and recovery has fostered a more holistic approach for the consumers we serve. Consumers that transition to our supported apartment are able to actively use their skills that they have acquired to continue on their journey of recovery with support from staff members and providers.

Participating in CCS has allowed our team of dedicated staff members to increase our understanding of person-centered care. The training we have received has increased our knowledge base of mental illness, substance abuse, and the evidence-based practices that we now use on a regular basis at our facilities. We continue to appreciate the high level of support, education, and encouragement we receive from the CCS team members.

Looking forward, we intend to continue to provide tailored programs of recovery to each consumer we have the opportunity to work alongside. It appears to be a time of progressive change in the field we that have worked in for decades, and we are excited to be part of the transformation. ■



Sarah Odegard

Participating in CCS has allowed our team of dedicated staff members to increase our understanding of person-centered care. The training we have received has increased our knowledge base of mental illness, substance abuse, and the evidence-based practices that we now use on a regular basis at our facilities.

Mary Jo LaBair, Owner / Operator | Lori Rud, Assistant Director | Sarah Odegard, Program Director

CCS CONSUMER SPOTLIGHT

Mel's Story

When I first came to Comprehensive Community Services (CCS) I was on a mental health commitment. I had a past history of suicide and self-harm. I was working with a crisis worker and with the help of several different services provided by Chippewa County, I was able to stabilize so that CCS became an option for me.

CCS provided me with a service facilitator to work with that helped me identify providers that could benefit me in my recovery journey. When I first started working with CCS, I was living in a supported apartment. CCS helped me pay for this placement, which allowed me to focus on goals to move forward in my recovery. Other providers that I have worked with include: an employment specialist, a substance abuse counselor, and a peer support specialist.

I am grateful for the CCS program as I feel that it made a difference in my recovery journey.

The employment specialist helped me create a resume, and helped me connect with different job opportunities within the community.

Ultimately, I was able to get employed with the assistance of this provider as they were able to help me make connections with an employer.

The substance abuse counselor aided me in creating connections with my past history and my substance use. It was helpful for me as I had attempted to be sober in the past on my own. Having that extra support really made the difference. During this time, I was also able to meet requirements so that I would be able to work towards getting my driver's license back.

The peer support was one of my favorite providers. With this provider, I created a WRAP plan that helps me remember the skills that I have learned to stay healthy with my mental health, sobriety, and my physical health. I have found so much support with this program and have enjoyed working with this provider. It is helpful to have someone that understands what it is like to struggle, and they gave me hope that I would be successful one day as well. While working with them, I learned that my recovery with my mental health and substance use is a journey and not destination.

While working with the CCS program, I was able to get my own apartment and find a job that I truly love. I am now off commitment and feel like the supports that I have worked with helped me to learn to become more independent rather than dependent on their services. I am grateful for the CCS program as I feel that it made a difference in my recovery journey. ■

2017 PROVIDERS

Adulteen Counseling	Kayres Counseling
Amery Regional Medical Center	LE Phillips - Libertas Center - Chippewa Falls
Anchor Bay	Lost Creek Ranch
ANU Family Services	Lutheran Social Services
Arbor Place	Mayo Clinic Health System - Transitions Program
Arknest Centre for Healing	Midwest Psychological
Aurora	Milkweed Connections, LLC
Baldwin Area Medical Center	Mitchell's AFH
Beacon Mental Health Resources	Nature's Edge
Behavior Reach	New Beginnings
Brotoloc	New Hope Hallie
Caillier Clinic	Northwest Counseling & Guidance Clinic
Catalyst for Change	Offering Hope Therapies, Inc.
Center for Independent Living	Open Heart Healing
Children's Service Society of WI	Peace of Mind Counseling
Chippewa River Industries	Peace Tree Counseling
Coulee Connections	Positive Alternatives
Creating Wholeness	Randall Therapeutic Services, LLC
Crystal Lake Counseling	Reach, Inc.
Cumberland Healthcare	REM - Noble House
Diana Stafford, LLC	Riverfront, Inc.
Dome Ranch	Sacred Heart Hospital - SPOTS House
Enigma Psychological, Inc.	St. Croix Regional Medical Center
Families First Counseling	Stein Counseling
Family Innovations	Sunset Lanes Yoga
Family Therapy Associates	Trempealeau County Health Care Center - Residential
Garlick, CBRF, Inc.	Trinity Equestrian Center
Giving Tree	Vance Creek Experiential Therapy
Grassroots Empowerment Project	Vantage Point
Gundersen Health System	Willow Pines AFH
Harmon House	Wisconsin Family Ties
House Calls of Menomonie, Inc.	
Innovative Wisconsin, LLC	
John Lapcewich	



Comprehensive Community Services (CCS) Counties

BARRON COUNTY

Department of Health & Human Services
Director: Stacey Frolik
 335 E Monroe Avenue, #338
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 Branch Office

PIERCE COUNTY

Department of Health Services
Director: Ron Schmidt
 412 W. Kinne Street
 Ellsworth, Wisconsin 54011
 Phone: 715-273-6777
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 Branch Office

BUFFALO COUNTY*

Department of Health & Human Services
Director: Dave Rynders
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 Phone: 608-685-6304
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POLK COUNTY

Community Services Division
Director: Gretchen Sampson
 100 Polk County Plaza, Suite #50
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CHIPPEWA COUNTY*

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 711 N. Bridge Street
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 Main Office

RUSK COUNTY

Department of Health & Human Services
Director: Jeremy Jacobs
 311 E. Miner Avenue
 Ladysmith, Wisconsin 54848
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DUNN COUNTY

Department of Human Services
Director: Kris Korpela
 808 Main Street
 P.O. Box 470
 Menomonie, Wisconsin 54751
 Phone: 715-232-1116
 E-mail: kkorpela@co.dunn.wi.us
 Branch Office

WASHBURN COUNTY

Department of Health & Human Services
Director: Jim LeDuc
 110 4th Avenue
 Shell Lake, WI 54871
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 Branch Office

PEPIN COUNTY*

Department of Health & Human Services
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 Branch Office

*The three Core Partners of the Recovery & Wellness Consortium (RWC)

Special thanks to our providers.