



WESTERN REGION Recovery & Wellness Consortium

2018 Annual Performance Report

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 | Burnett

Mission

Provide accessible, meaningful, high quality mental health and substance abuse services to individuals and families.

Vision

Inspire hope, recovery, independence, and community wellness.

Values

***Collaboration, Person/Family Centered,
Recovery Orientated, Effective Leadership***

Message from the Recovery & Wellness Consortium (RWC)

2018 was a year of significant transition, growth, and planning! 2018 marked my first full year here as the Operations Administrator for the Recovery & Wellness Consortium (RWC). What a year it was of learning, building relationships, and creating an understanding of the current system, strengths, and challenges. I learned a lot, to say the least, but what I learned the most in 2018 was what a fabulous team of compassionate, intelligent, and dedicated people I had the pleasure of now working with! Anyone that has worked in or with Comprehensive Community Services (CCS) knows how complex the system can be and how detailed the regulations are – for someone new coming in, this could be overwhelming beyond repair. With that said, although I definitely had my moments this year, it really was a smooth transition for the simple reason of being surrounded by such amazing team members. From our state partners to our county workers, over 90 providers and passionate consumer advocates – they all made this transition manageable, fun, and extremely welcoming! Thank you!

2018 was also a significant year of growth! We ended 2017 with serving 293 consumers...fast forward one year and at the end of 2018 we were serving 382! This growth was a result of local advocacy efforts and support from our county boards and administration. In 2018, there were 11 new county positions added in order to serve more individuals through CCS! This rapid growth brought us to increasing those we serve by nearly 100 over the course of the year! Although this expansion is wonderful and what we are working towards, we also have faced some growing pains. As our provider network grows along with consumers, our infrastructural capacity must grow as well.

2018 was a year of strategic planning. The RWC underwent a process that focused on hearing from all of our partners to identify truly where our focus should be over the next three years. When 100 consumers advocates, providers, county staff, and state partners came together for our day long strategic planning, it was a true testament to the dedication across all of our partners within the RWC for serving!

As we look forward to 2019, 2020, 2021, and beyond; we anticipate this growth will continue as well as continually fine tuning our processes in order to best serve individuals and their families on their recovery journeys!

Sincerely,

Jessica Barrickman



2018 - A Year of Planning

Creating, Developing, and Finalizing the 2019-2021 Strategic Plan!

The Recovery & Wellness Consortium began the 2019-2021 Strategic Planning process in September 2018 and throughout the following six months conducted a thorough assessment, analysis, and information gathering process. There was a strong focus on gaining feedback from all RWC stakeholders in efforts to develop a plan that was meaningful, fact based, data driven, and most of all consumer focused.

Information was gathered from providers, committees, and all RWC county staff through extensive online surveys, informal discussions, and organized planning days. At the September 17 RWC Annual Meeting, a strategic planning kick off discussion took place, followed by a Strategic Planning Day where consumer advocates, providers, county staff, and our state partners came together to collectively discuss the future of the RWC. After this planning day, strategic planning meetings were held individually with the following committees: RWC Core Coordinating Committee, CCS Coordinating Committee, WRRWC Coordinating Committee, Manager Team, Clinical Coordinators, and the Consumer Advocate Committee.

2019-2021 Goals

- 1. Individuals will have timely access to the RWC CCS services.**
 - a. Reduce and ultimately eliminate the waitlist
- 2. Individuals will build their own personal tool kits that work for them in finding success on their recovery journey, as they define it.**
 - a. Creating the right training opportunities and the right time for the right audience.
 - b. The RWC counties and providers have diverse backgrounds and training needs – ensuring our trainings accommodate these diversities .
- 2. RWC providers will have the support and tools needed to successfully serve consumers on their recovery journey.**
 - a. Ensuring providers and counties have the clinical support they need through consultation and training.
- 4. The RWC will have a strong internal infrastructure that supports the continual growth of CCS.**
 - a. With growth comes growing pains – we need to ensure our electronic systems, quality assurance needs, clinical supports and fiscal team has the capacity to serve our consortium as it continues to grow.
- 5. Individuals being served within the consortium will have access to psychiatric services.**
 - a. Identify and act on ways in which we can move the needle on the psychiatry service shortage for those we serve.
- 6. RWC Committees will have clear direction and citizen engagement that is rooted in consumer involvement, leadership, and choice.**
 - a. All committees went through their own Strategic Planning process to find purpose, direction and action

Recovery & Wellness Consortium (RWC) History



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 eighteen 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.



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.



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.



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.



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.



Barron County announced that effective December 31, 2018 they would be leaving the RWC and joining Eau Claire and St. Croix Counties through a Shared Service Model partnership.

Changing Partners

Barron - Early in 2018 Barron County, one of the original RWC counties announced they would be leaving the RWC effective December 31, 2018. In 2018 they would be joining Eau Claire and St. Croix Counties under a CCS Shared Model partnership. Although Barron no longer is with the RWC we look forward to continued partnership with them as a neighboring county in rural Wisconsin. We would like to extend our appreciation to Barron for our years of partnership and collaboration.

Burnett - The RWC has been in conversation with Burnett County Leadership for a couple years regarding the possibility of them beginning to provide CCS in their county with the support and partnership of the RWC. In 2018 Burnett explored this possibility and ultimately decided that indeed they would be joining the RWC on January 1, 2020! We are excited to begin this new collaboration and even more excited to have the amazing service of CCS soon to be available to Burnett County residences!

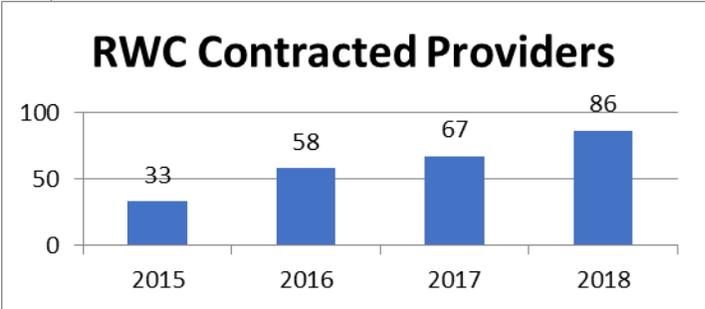
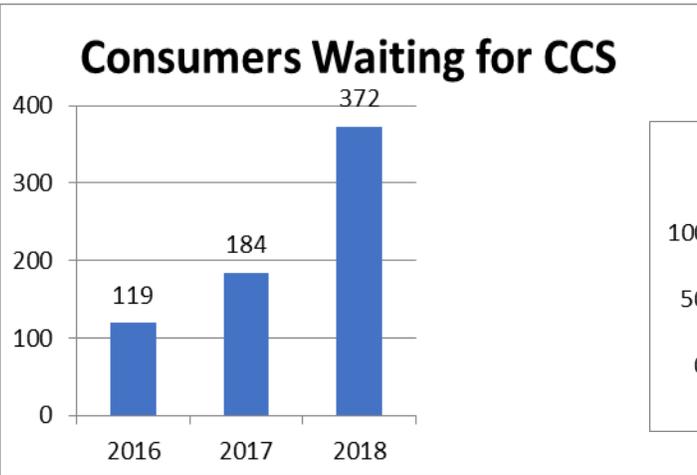
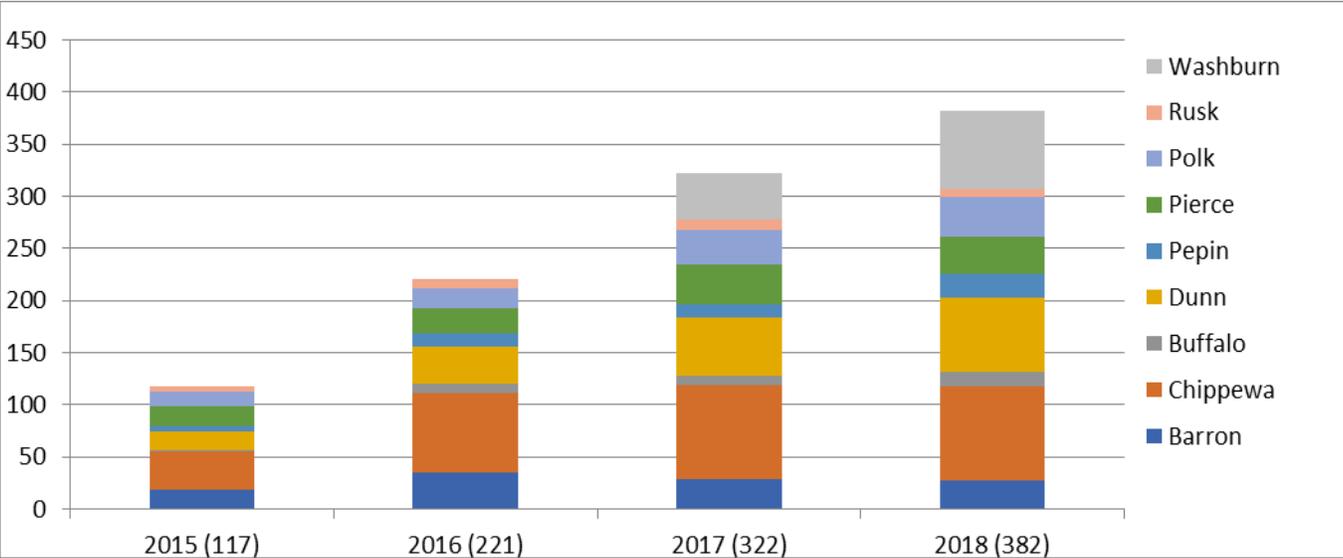
Comprehensive Community Services (CCS)

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 in utilizing 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 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.

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, with the federal government contributing 60 percent and the state government 40 percent.

RWC CCS Growth Consumers Served (point in time end of year)



What Makes it All Run?!?!

A Closer Look at the RWC Committees, Teams, and Workgroups What do they do?



CCS Committees

Coordinating Committee: *Built into the RWC Governance.* Oversees and guides RWC CCS policy and practice. Comprised of one third consumer advocates, one third county representatives, one third providers. Committee meets every other month.

Leadership Committee: *Built into the RWC Governance.* Final approval of consortia wide policy, governance changes and high level consortia infrastructure. Comprised of County Human Service Directors, Consumer Advocates and state partners. Meets every one to two months.

Consumer Advocate Committee: *Built into the RWC Governance.* Provide advocacy and guidance to ensure the consumer's voice is at forefront of decision making within the Coordinating Committee, Leadership Committee and consortia as a whole. Comprised of individuals with personal and/or family lived experience. Meets monthly.

CCS Teams

Manager Team: Behavioral Health/CCS Managers from each RWC county. Process through system issues, daily operational challenges, provide recommendations to Leadership Committee. Meets monthly.

Clinical Team: Clinical Coordinators from each county. Case consultation. Discuss system issues regarding clinical needs of consortium. Advise on clinical training needs. Meet every other month.

Lead County Fiscal Team: Process all RWC invoices and billing. Initiate and maintain provider contracts. Process Medicaid billing, budgeting and reconciliation. This brief description barely scratches the surface of what this amazing "behind the scenes" team does for the consortium! (See page 8.)

CCS Workgroups

AVATAR Super Users: Each county has an identified super user that is the designated expert on AVATAR (the county's electronic health record system). Relays updates and changes to their home county team. Meets quarterly.

Quality Assurance: Each county has a representative attend this workgroup. They address quality assurances needs and processes. Meets quarterly.

SharePoint: The RWC will be moving away from the Virtual Private Network (VPN) to a web based system called SharePoint. This work group is designing and will be implementing the new system. They are working with a contracted vendor that is doing the actual web designing based on this groups directives. Meets frequently until the SharePoint system is up and running.

Electronic Health Record: Over the last two years, the consortium has been in a research process determining the future of our Electronic Health Record System. This workgroup has identified the system's needs, barriers and strengths, and will be providing recommendations during the rebuilding process (which will begin in 2020).

RWC Core Committees

Core Community Support Teams (CST) Coordinating Committee: The Core counties collaborating together with all of their mental health and AODA services. In 2018, the focus narrowed to solely oversee CST for Buffalo, Pepin and Chippewa Counties. CST Coordinating committee is comprised of community partners, parent advocates and county representatives. Meets every other month. *In 2019/2020, they will be developing two subcommittees; one for Chippewa and the other for Buffalo and Pepin. These subcommittees will focus on local community CST needs. Meets every other month.*

Core Leadership: Human Service Directors and Managers for Buffalo, Pepin and Chippewa Counties. Oversee policy and overall infrastructure for these three county's mental health and AODA programming. Meets every other month.

Working with Our Partners

Behavioral Health PAC: A Policy Advisory Committee (PAC) to the Wisconsin County Human Services Association (WCHSA). The RWC Operations Administrator and Washburn County Director are members of this PAC in representation of behavioral health needs of this part of the state. The Behavioral Health PAC follows issues that impact citizens and counties and seeks to promote best practices and recovery. Meets every other month.

WRRWC Coordinating Committee: Guides western Wisconsin behavioral health services, resources, and programming. Comprised of Western Wisconsin providers, advocates, and counties. Work on collaboration to bridge gaps and fill unmet needs within our community. Meets every other month.

Western Region Mental Health and Substance Abuse Coordinator/CCS Regional: Counties from this region of the state come together quarterly to share information, process barriers to services, and to network. Recently they have started to designate part of the meeting solely to CCS in order to promote collaboration and information sharing between consortiums.

What Makes it All Run?!?!? - Continued

Featured CCS Team: RWC Lead County Fiscal Team



Back row: Tammy Taylor, Paul Brenner, Ashley Bailey, Lori Wedemeyer
Front Row: Jeri Benzschawel, LouAnn Clark, Sue Jakusz, Julie Nyberg

This amazing behind the scenes team is what makes the wheels turn and the lights stay on within the RWC! Most of you have probably worked with at least one of these dynamic individuals; however, it most likely was through email or phone. The RWC Fiscal team does everything from ensuring all providers are paid, to managing the consortium budget and reconciliation process (working with Medicaid to ensure we get reimbursed 100 percent of our costs). This team is responsible for daily fiscal operations as well as managing the 100+ RWC contracts that allows us to serve consumers with diverse service options. They are also the “face” behind any emails our stakeholders send to “HSFiscal” with billing and contracting questions. They assist with the AVATAR Electronic Health Record system upgrades, PPS reporting, and much more! Words cannot express the volume of work this team does in an efficient manner. As our consortium continues to grow, we will likely see this team grow as well – without them CCS would not be possible!

RWC Core Counties and Services

Buffalo - Chippewa - Pepin

Core Services Overall Goals

Improve overall quality of care.

Maximize access to a core benefit of services regardless of geographical location

Increase efficient use of mental health and substance abuse resources

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

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.

- ◆ **Coordinated Services Teams (CST) Update:** The CST program is currently under revitalization efforts to re-launch their CST Coordinating Committee. This committee is comprised of community partners, consumer advocates and county representatives. These revitalization efforts are intended to truly involve the community in a meaningful way that will improve CST.

- ◆ **Community Support Program (CSP) Update:** 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. CSP continues to have a strong supported employment 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.

- ◆ **Emergency Mental Health Services (Crisis) Update:** 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 short-term stabilization. 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.

RWC Core Counties Crisis Data

January 1 - December 31, 2019

	Buffalo	Chippewa	Pepin
Total Calls	139	1130	84
Minors	22	285	24
Adults	114	820	60
Age Unknown	3	25	0
Mobile Sent	7	146	7
AODA Related Contacts	29	215	18
Dementia Related Contacts	2	26	2

Comprehensive Community Services (CCS) Counties

BARRON COUNTY**

Department of Health & Human Services

Director: Stacey Frolik

335 E Monroe Avenue, #338

Barron, Wisconsin 54812

Phone: 715-537-5691

E-mail: stacey.frolik@co.barron.wi.us

Branch Office

BUFFALO COUNTY*

Department of Health & Human Services

Director: Dave Rynders

407 South Second Street

P.O. Box 517

Alma, Wisconsin 54610

Phone: 608-685-6304

E-mail: dave.rynders@co.buffalo.wi.us

Branch Office

CHIPPEWA COUNTY*

Department of Human Services

Director: Larry Winter (January - July)

Director: Tim Easker (August—December)

711 N. Bridge Street

Chippewa Falls, Wisconsin 54729

Phone: 715-726-7808

E-mail: lwinter@co.chippewa.wi.us

Main Office

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

PEPIN COUNTY*

Department of Health & Human Services

Director: Paula Winter

740 7th Avenue W.

Durand, Wisconsin 54736

Phone: 715-672-8941 Ext. 158

E-mail: pwinter@co.pepin.wi.us

Branch Office

PIERCE COUNTY

Department of Health Services

Director: Ron Schmidt

412 W. Kinne Street

Ellsworth, Wisconsin 54011

Phone: 715-273-6777

E-mail: ronald.schmidt@co.pierce.wi.us

Branch Office

POLK COUNTY

Community Services Division

Director: Tonya Eichelt

100 Polk County Plaza, Suite #50

Balsam Lake, Wisconsin 54810

Phone: 715-485-8493

E-mail: tonya.eichelt@co.polk.wi.us

Branch Office

RUSK COUNTY

Department of Health & Human Services

Director: Jeremy Jacobs

311 E. Miner Avenue

Ladysmith, Wisconsin 54848

Phone: 715-532-2299

E-mail: jjacobs@ruskcountywi.us

Branch Office

WASHBURN COUNTY

Department of Health & Human Services

Director: Jim LeDuc

10 4th Avenue

Shell Lake, WI 54871

Phone: 715-468-4747

E-mail: jleduc@co.washburn.wi.us

Branch Office

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

***No longer a part of RWC January 1, 2019*