

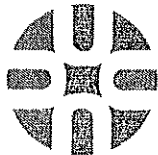
**2022**

*Annual  
Report*

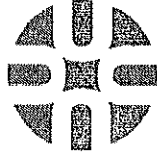
***UNIFIED***

***COMMUNITY***

***SERVICES***



***UNIFIED COMMUNITY SERVICES***



***2022***

***Annual  
Report***

***"Contributing to the  
development of healthier  
individuals, families  
and communities within  
Grant and Iowa Counties  
by providing mental health, substance abuse,  
and developmental disabilities services"***

# ***UNIFIED COMMUNITY SERVICES***

**2022**

## **Annual Report**

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To the Honorable Members of the County Boards of Supervisors of Grant and Iowa Counties:

This 2022 annual report describes our services and accomplishments of the past year. Unified Community Services is grateful for your continuing confidence and support.

Respectfully submitted,

*Holly J. Knapp*

Holly J. Knapp  
Agency Director

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### **2022 BOARD MEMBERS**

Joan Davis, Chair  
Carol Beals, Vice-Chair  
Nancy Howard, Secretary  
Patrick Schroeder  
Judy Friar  
Gary Ranum

Amy Kite  
Justin O'Brien  
Charles Stenner  
Mike Tiber  
Mary Ellen Tredinnick

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### **MANAGEMENT STAFF**

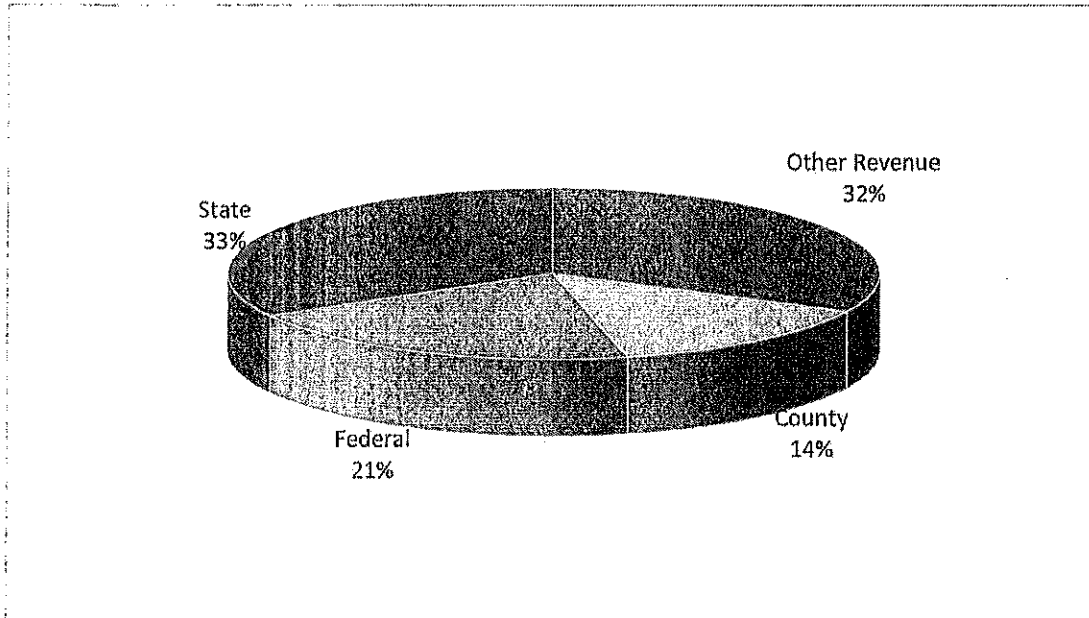
Holly Knapp, Director  
Dr. Robert Vickrey, Medical Director

Jessica Munson, Finance Director  
Cheryl Knapp, Administrative Services Supervisor  
Patti Heer, Long Term Support Program Supervisor  
Becky Manning, Psychiatric APNP and Community Support Program Supervisor  
Abigail Trainor, Behavioral Health Clinical Supervisor  
Kayzia Teal, Comprehensive Community Services Program and Emergency Services Supervisor

**Revenue by Source:**

Other Revenue	32%	\$1,923,406
County	14%	\$834,927
Federal	20%	\$1,217,947
State	33%	\$1,985,071

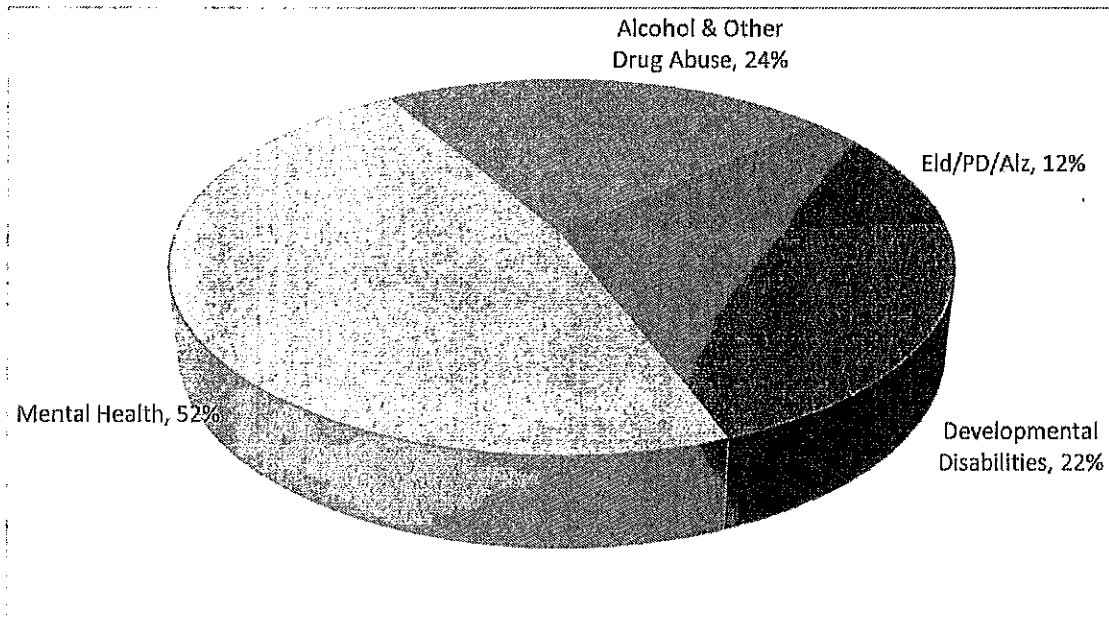
\$5,961,351



**Expenses by Disability:**

Developmental Disabilities	22%	\$1,245,532
Mental Health	52%	\$2,528,469
Alcohol & Other Drug Abuse	24%	\$1,199,828
Eld/PD/Alz	11%	\$644,684

\$5,618,513



Employees

Full Time Employees: 36  
Part Time Employees: 15

Annual Financial Support

Federal	\$ 1,923,406
State of Wisconsin	\$ 1,985,071
Grant County	\$ 607,375
Iowa County	\$ 257,552
Other Revenues	\$ 1,985,071

Expenditures  
Program

Wisconsin

2021 Expenditures

2022

Statute

Birth to 3	51.44(5)(a)	\$ 351,835	\$ 412,659
Children Long Term Support	51.437	\$ 358,189	\$ 442,532
Children's Community Options Program	46.985(2)(a)		
Emergency Services	51.42	\$ 1,026,301	\$ 681,273
Mental Health Outpatient	51.42	\$ 1,019,545	\$ 1,204,803
Substance Abuse Outpatient	51.45(8)	\$ 1,001,941	\$ 1,106,545
Community Support Program	51.42(7)(b)	\$ 613,227	\$ 735,676
Comprehensive Community Services	51.42(7)(b)	\$ 400,894	\$ 618,763
Family Care		\$ 416,262	\$ 416,262
<b>TOTAL</b>		<b>\$ 5,189,422</b>	<b>\$ 5,618,513</b>

# ***SUPPORT SERVICES***

## ***FINANCIAL DEPARTMENT***

*Accurately tracking and presenting the financial status of Unified Community Services and accessing all available funding.*

### ***Staff***

Finance Director, two Patient Accounts staff and one Bookkeeper.

### ***2022 Program Accomplishments***

Implemented financial portion of ECHO Vantage and played a pivotal role in assisting in the build of the entire system.

Increased revenue by \$20,602 through claim audits.

Expensed, tracked and reported on \$109,000 in funding received through Provider Relief (Covid) Funds. Majority of funding helped offset costs of implementation of new telephone system.

Improved revenue cycle to fall within the 45-day guideline and updated contract audit controls to effectively remove both findings of previous years' financial audits.

Increased revenues by \$272,889 over budget and decreased expenses by \$66,742 under budget, resulting in revenues over expenses of \$342,838.

## ***ADMINISTRATIVE SERVICES***

*Providing quality support services to all agency staff. Administrative Professionals are the liaisons between the residents of Grant and Iowa Counties in need of services provided by our agency, and the staff who provide those services. Health IT Technician oversees IT systems and ensures security and privacy.*

### ***Staff***

Administrative Services Supervisor, five Administrative Professionals, and Health IT Technician.

### ***2022 Program Accomplishments***

Facilitated continuation of services during pandemic in an environment as safe for staff and clients as possible, including sanitation, coordinating telehealth services, and utilizing DocuSign capability.

Implemented administrative portion of ECHO Vantage, a new electronic health record.

Facilitated State certification on-site review of the Community Support Program, and desk reviews of Mental Health, Substance Abuse, Emergency Services, and Comprehensive Community Services Programs.

Hired 20 new employees. Processed a total of 14 employee separations for a turnover rate of 29.2%. Provided opportunities for interns/volunteers.

## BEHAVIORAL HEALTH PROGRAM

*Providing substance abuse and mental health education, prevention, intervention, outreach, support, treatment and rehabilitation services to the residents of Grant and Iowa Counties.*

### Assessment and diagnosis –

- Individual Assessment including Addiction (AODA), Mental Health, and Dual Diagnosis
- Psychiatric Assessment/Medication Evaluation
- Intoxicated Driver Program Assessment

### Treatment –

- Individual, marital, and family counseling
- Group treatment including:
  - Matrix Group (AODA)
  - Relapse Prevention (AODA)
  - Seeking Safety (AODA/Trauma)
  - Monthly Maintenance (AODA)
  - DBT group (MH)
- Medication management, including Medication Assisted Treatment

### Prevention

- A public safety alert was issued by the U.S. Drug Enforcement Agency (DEA) in early 2022 warning about counterfeit pills containing potentially lethal amounts of fentanyl. The alert prompted collaboration with the Grant County Sheriff and Iowa County Sheriff on press releases to inform the public. The press releases were distributed by the Sheriffs to over 26 contacts (newspapers, TV stations, radio stations and other contacts). Two additional warnings were released later in the year. One involved brightly colored counterfeit pills containing fentanyl (aimed at youth consumption), which was distributed to law enforcement, libraries, schools (via CESA3) and other contacts. The final alert warned about xylazine (an animal sedative) added to illicit substances, which interferes with opioid overdose treatments. This information was distributed to law enforcement and hospital emergency room directors.

### OWI and Drug Treatment Court

UCS continued to participate in the Drug and OWI Treatment Courts. In Grant County, 15 individuals were served in Drug Court, and 13 in OWI Court. In Iowa County, 12 individuals were served in Drug Court, and 8 in OWI Court.

### Services Provided

Mental health  
Mental Health assessments  
AODA treatment  
AODA Clinical assessments  
Intoxicated Driver assessments  
Psychiatric assessments  
Medication management  
Medication management appointments  
Individual therapy sessions  
Group therapy hours

### Program Staff

The Behavioral Health Program was staffed in 2022 by a contracted medical director and a child psychiatrist. Program employees included: Behavioral Health Clinical Supervisor, Psychiatric Mental Health Nurse Practitioners, Dual-diagnosis Psychotherapists, AODA Counselors, Registered Nurses, Peer Support Specialists and a Prevention Specialist.

### 2022 Program Accomplishments

Continued a Dialectical Behavioral Treatment (DBT) program.

Continued integration of mental health program and substance use disorder program into a comprehensive co-occurring disorders program. One outpatient provider completed the UW-Flex Substance Use Disorders Certificate Program, increasing UCS' capacity to provide AODA services.

- Narcan<sup>®</sup> Direct training and distribution continued in 2022, with all 17 law enforcement agencies in Iowa and Grant Counties as affiliates. Law enforcement trainings included 13 new Law enforcement officers, and a refresher training for 37 officers. Coordination with Southwest Technical College provided access to train 14 students and one instructor during a Human Services class. An additional 38 individuals were trained through the coordinated efforts of our staff. A total of 323 two-dose boxes of Narcan<sup>®</sup> were distributed to new trainees, as replacements after rescues and for expired or damaged Narcan<sup>®</sup>. Law enforcement received 171 and 152 were distributed to individuals. Narcan<sup>®</sup> Direct efforts in our counties have resulted in 9 successful rescues by law enforcement and 1 by an individual.
  - Multi-agency coordination and collaboration has grown to include meetings and communications with 4 substance related prevention groups, 3 grant-based initiatives, 2 school-based groups, 9 county agencies, 18 law enforcement agencies and the Wisconsin Department of Health Services, Division of Care and Treatment Services, Prevention, Intervention, and Recovery Section. The most recent grant-based initiative involves collaboration with Southwest Health on Project Lazarus, an evidence-based public health model, to address substance use disorder and opioid overdoses. The grant is funded through the Wisconsin Office of Rural Health 2022-23 Substance Use Disorder Grant.
  - In-person and virtual events were held in Iowa and Grant Counties to collaborate and share information on substance use prevention, warnings, parent/grandparent communication tips, local conditions, and prescription medication access reduction, with an emphasis on opioids. Eight events were held over the year, 3 in Grant County, 4 in Iowa County, and 1 in Lafayette County, with a total of 245 attendees. Two events were
- Awarded a continuation of the State Opioid Response (SOR) grant, which also allowed for continuation of current staff to include a AODA Counselor, Prevention Specialist and 2 RN/case managers.
  - Awarded continuation of Medication-Assisted Treatment (MAT) Jail grant, to provide medication assisted AODA treatments to justice-involved individuals prior to release from jail.
  - Awarded funding for Room and Board grant to provide room and board costs for residential treatment for individuals with Opioid use disorder.
  - Created MOU with Grant and Iowa county jails to provide initial assessment and one additional session to assist in providing coordinated care to individuals leaving jail to receive outpatient services.