

hosted by the Iowa County Substance Mis-
use Prevention Committee to promote
healthy substance free activities for families
with children and others who were searching
for events without alcohol. Surveys indicated
a need for more substance free events.

Printed prevention resources were also dis-
tributed to 39 locations in Grant and Iowa
Counties (e.g. agencies, hospitals, libraries,
health clinics, etc.). Flyers for April and Oc-
tober Prescription Medication Take Back
Days went out by email to 13 agencies (for
further distribution to 179 known contacts)
and were posted on social media.

COMMUNITY SUPPORT PROGRAM (CSP)

Providing comprehensive mental health and case management services to adults diagnosed with a severe and persistent mental illness. Because such a diagnosis affects all aspects of an individual's life, effective treatment must address not only the management and reduction of symptoms, but also the individual's full range of unique personal, social, and economic needs. Services to CSP clients are provided almost exclusively in the community, with the goal of assisting each client in gaining and/or maintaining independence. This philosophy and mode of treatment has been very successful in helping clients in achieving a better quality of life, and reducing the need for repeated acute treatment or prolonged periods of institutionalized care.

Services provided within the CSP include:

Psychiatric Services
Medication prescription, administration, monitoring,
and education
Case Management
Symptom Management
Crisis Intervention
Individual, Family, Group Psychotherapy
Assistance in locating, obtaining, and maintaining
stable housing
Assistance in continuing or completing educational
and/or vocational goals
Assistance in learning and accomplishing skills
needed to function independently, such as food
preparation, grooming and hygiene, housekeeping,
and shopping
Assistance in learning to manage one's own finances
independently
Assistance in accessing medical, dental, and legal
services
Coordination of transportation services
Social and recreational skill development
Coordination of referrals to other service providers

Program Staff

The Community Support Program employs a treatment team of a clinician, case manager, registered nurse, psychiatric mental health nurse practitioner, and psychiatrist.

Each individual entering the Community Support Program is assigned a case manager who develops a treatment plan with the individual and other team members, provides support and outreach, and assists in coordinating other services.

Clients Served

Forty-one individuals were being served on 12/31/2022 by the Community Support Program. The program admitted four people in 2022 and discharged two people. Fifteen individuals being served by CSP in 2022 were on a civil mental health commitment (Chapter 51). The case management program was serving two individuals on 12/31/2022 who required assistance accessing and coordinating services, but did not require community treatment.

2022 Program Accomplishments

Implemented an AODA group for CSP clients.

Switched to a new electronic health record.

Resumed face-to-face contacts post-pandemic, while still offering telehealth when appropriate.

Recertified for two years with no citations.

Reintegrated a client from a nursing home into the community.

COMPREHENSIVE COMMUNITY SERVICES PROGRAM (CCS)

CCS is a recovery oriented program designed for clients who require ongoing services and experience functional impairments. Eligibility requires full Medicaid funding, an established mental health and/or substance use diagnosis, and a prescription by a physician. CCS provides comprehensive, coordinated, and voluntary psychosocial rehabilitation and case management services to adults and children diagnosed with a mental health and/or substance use disorders. Participants are expected to engage in a voluntary program of rehabilitation aimed at establishing enhanced independent functioning and quality of life.

Services provided within the CCS include:

Screening and Assessment
Service Planning
Case Management
Service Facilitation
Diagnostic Evaluations
Medication Management
Physical Health Monitoring
Peer Support
Individual Skill Development and Enhancement
Employment Related Skill Training
Individual and/or Family Psychoeducation
Wellness Management and Recovery
Psychotherapy (individual and group)
Substance Abuse Treatment
Other/nontraditional services as approved

Program Staff

During 2022, the Comprehensive Community Services Program employed a full time director and three service facilitators. During the year, CCS added two additional service facilitators. A variety of other Unified Community Services staff joined the roster of providers. These staff members worked with CCS clients in addition to their normal duties on other UCS teams.

Each individual entering the CCS Program is assigned a case manager who develops an individualized service plan with the individual and other team members selected by the client. Service plans are reviewed by the client and team at least twice yearly. The case manager also provides support and outreach, and assists in coordinating a variety of other services.

Clients Served

Thirty-nine new clients were enrolled in CCS during the year, and 23 were discharged. Served 78 clients and most of those served met with UCS mental health and AODA clinicians. All received regular case management services. Six of the new clients admitted during 2022 were children.

2022 Program Accomplishments

Nine additional UCS staff members completed the CCS orientation in 2022. The CCS orientation required 20 to 40 hours depending on staff qualifications.

A CCS Coordination Committee met quarterly during 2022 to monitor and evaluate program needs.

Enrollment increased from 34 at the beginning of 2022 to 60 clients by the end of 2022.

EMERGENCY SERVICES PROGRAM

The Emergency Services Program is a DHS 34 Certified Program providing Grant and Iowa Counties with 24-hour access to assessment, evaluation, referral and treatment for persons experiencing an emotional crisis.

Key Program Components

- Provides client centered and timely screening and assessments for risk, connects individuals to needed services that focus on early intervention and the prevention of further crisis.
- Providing consultation to law enforcement officers, other human services providers and community members who are responding to psychiatric emergencies.
- Coordinating the provision of treatment and services for consumers post crisis.
- Managing consumers on Mental Health Commitments, Settlement Agreements, Crisis Plans and Crisis Alerts.

Program Staff

The Emergency Services (ES) Department is staffed with Supervisor who splits time between two programs, three Emergency Services Coordinators, and two weekend on call Mobile Crisis staff. UCS also holds a contract with Northwest Connections to provide crisis hotline services evenings and weekends per DHS 34.

2022 Program Accomplishments

- Maintained high quality, uninterrupted crisis services during staff shortages.
- Maintained self-care and high morale.
- Emergency Services mobile staff began taking calls during mobile crisis hours Saturdays and Sundays from 10:00 am to 6:00 pm.
- Developed a 60 hour online training/orientation curriculum. Hired and trained new mobile staff.
- Participated in Regional Youth Crisis Grant.
- Staff participated and engaged in many training opportunities to develop and improve skills related to providing essential Emergency Services.
- Strong focus on reducing the number of individuals that are placed at Winnebago Mental Health Institute and reducing the number of days individuals spent in inpatient settings.
- Worked on streamlining services provided by Emergency Services team to allow for high quality services.

Clients Served

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Crisis Calls	1503	1604	1431	1664	1454
Grant County	978	1044	931	1043	988
Iowa County	412	435	379	469	355
Other	113	125	121	152	111
NWC			907	940	757
UCS			524	724	697
Assessments			990	1109	1011
Notes			441	555	443
Youth/Children			247	280	148
Emergency Detentions	84	109	59	75	51
Grant County	58	71	44	50	33
Iowa County	20	32	15	21	15
Other	6	6	3	4	3
Children	25	23	12	12	126
Detentions at WMHI	56%	60%	49%	60%	67%
Diversion from WMHI	97%	40%	51%	40%	33%
Dismissals at WMHI	45%	42%	66%	31%	38%

LONG-TERM SUPPORT PROGRAMS

Providing services to individuals with long-term care needs. Case plans are developed based on the individual's needs and are consistent with the concept of most integrated setting. Our goal is for all individuals to receive services in their own communities and natural environments with the necessary supports to allow them to be independent.

Key Program Components

Assessment
Service Coordination
Court Services
Long-Term Support Children's Waivers
Children's Community Options Program
Birth to 3 Program
Adults-At-Risk
Adult Protective Services

Program Staff

In 2022, the Long Term Support Program was staffed by a team consisting of the Program Supervisor, three full-time Case Manager/Service Coordinators, a part-time speech and language pathologist, a part-time physical therapist, and a program assistant. Two additional full-time Case Managers/ Service Coordinators were hired in 2022 due to increased caseloads.

2022 Program Accomplishments

ADULTS-AT-RISK

The Adults-at-Risk program investigates and provides necessary referrals and/or services to adults (ages 18 to 59) who may be, or who are at risk of exploitation. In 2022 Unified Community Services received 68 referrals all requiring various levels of additional follow-up. The Long-Term support staff work closely with the Aging and Disability Networks and Social Services in Grant and Iowa Counties to coordinate and process these referrals. In addition, Unified Community Services assisted families with paperwork for guardianships.

In September of 2022 Grant County DSS took over all Adults-at-Risk referrals for the county and in exchange Unified Community Services took over Case Management of all CLTS in Grant County.

CHILDREN'S LONG-TERM SUPPORT WAIVERS

The Children's Long-Term Support Waivers Program serves children in both Grant and Iowa Counties. Unified Community Services continues as the lead agency for this program in 2022. Unified Community Services contracted with Grant County and Iowa County Social Services' Departments for the SED and Physically Disabled populations. In September 2022 Grant County DSS transferred 33 children to UCS. The agencies work closely to ensure coordination of this waiver program. Unified Community Services served 180 children in 2022 (146 in Grant County and 34 in Iowa County) plus 9 children who aged out of the program and 4 transferred out. Unified serves children living with intellectual disabilities. There were no children in Grant County and 3 children in Iowa County on the waiting list for services at the end of 2022.

We received 63 referrals in 2022 for the Children's programs. Completed Behavior Support plans for the children that required incident reports.

ADULT SERVICES FOR THE DEVELOPMENTALLY DISABLED

The Long-Term Support Program continues to provide court reviews, community service plans and recommendations to the court. There were 60 Protective Placement reviews completed in 2022 along with 1 comprehensive evaluation completed for a person with an intellectual disability. These were referred for placement in nursing homes or facilities for the developmentally disabled.

CHILDREN'S COMMUNITY OPTIONS PROGRAM (CCOP)

Children's COP serves families with seriously disabled children. Services include respite, equipment and financial assistance with medical and other extraordinary expenses. The assessment process requires completion of a functional screen and financial assessment to determine eligibility for the program. In 2022, Children's COP served 71 families in Grant (60) and Iowa (11) Counties. We are able to serve more families in the Waiver with the reduction of the wait list.

BIRTH TO 3

In 2022, the Birth to 3 Program received 186 referrals and served 119 children and families. Birth to 3 Program services continue to be provided in the child's natural environment. The children age out of the program at age 3. The average number of children open to the program at a time is 46-60. The program is an entitlement; therefore, no waiting list exists. We continue to focus on a family centered, coaching therapy model which is very effective for the child and family. Unified Community Services contracts with Upland Hills Health in Dodgeville, Rural Wisconsin Health Co-Op, and Gundersen Health in Boscobel for the provision of physical therapy, speech therapy and occupational therapy. Unified also contracts with CESA3 for vision services. Unified has a part-time speech therapist and physical therapist to provide services to Birth to 3 children.