

2017

*Annual
Report*

UNIFIED

COMMUNITY

SERVICES



UNIFIED COMMUNITY SERVICES

2017

Annual Report

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

This 2017 annual report describes our services and accomplishments of the past year. Unified Community Services is grateful for your continuing confidence and support.

Respectfully submitted,

Jeff Lockhart

Jeff Lockhart
Agency Director

BOARD MEMBERS

Mark Stead, Chairman	Judy Lindholm
Charles Stenner, Vice-Chairman	Gary Ranum
Judy Friar, Secretary	Kelby Thomas
Ron Coppernoll	Mike Tiber
Nancy Howard	Mary Ellen Tredinnick
Amy Kite	

MANAGEMENT STAFF

Jeff Lockhart, Agency Director
Dr. Robert Vickrey, Medical Director

Zack Armstrong, Finance Director
Cheryl Knapp, Administrative Services Supervisor
Peg Ryan, Long Term Support Program Supervisor
Diana Kroeber, Substance Abuse Program Clinical Supervisor
Becky Manning, Psychiatric APNP and Community Support Program Supervisor
Holly Knapp, Emergency Services Program Supervisor
Patti Heer, Mental Health Clinical Supervisor

UNIFIED COMMUNITY SERVICES

Employees

Full Time	28
Part Time	6

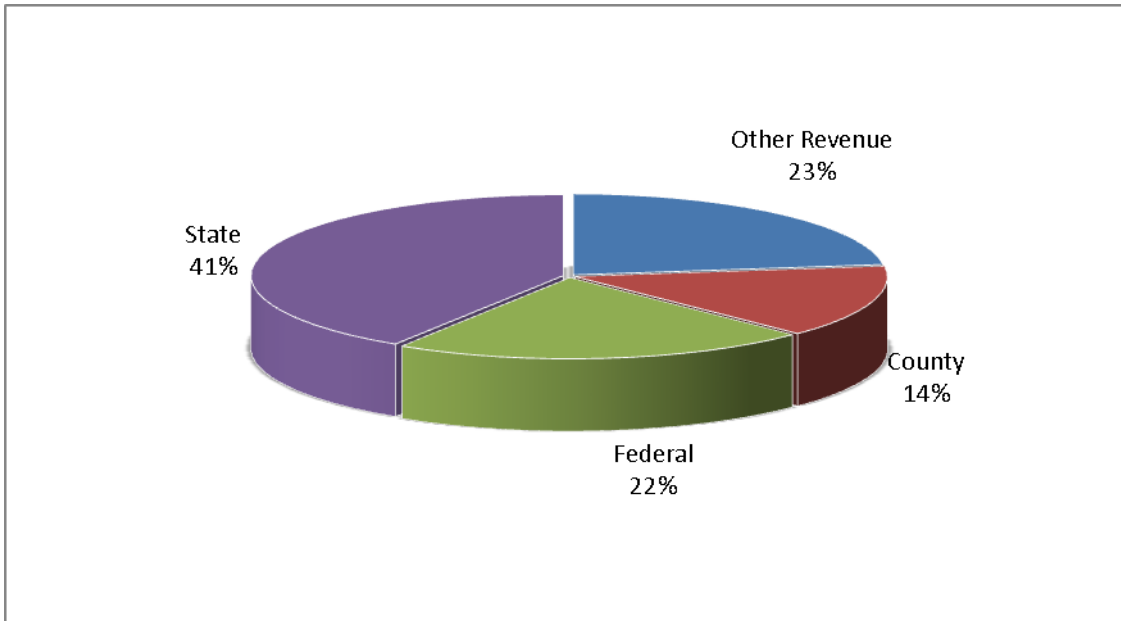
Annual Financial Support

Federal	\$ 1,001,041
State of Wisconsin	\$ 1,898,883
Grant County	\$ 459,758
Iowa County	\$ 210,292
Other Revenues	\$ 1,063,338

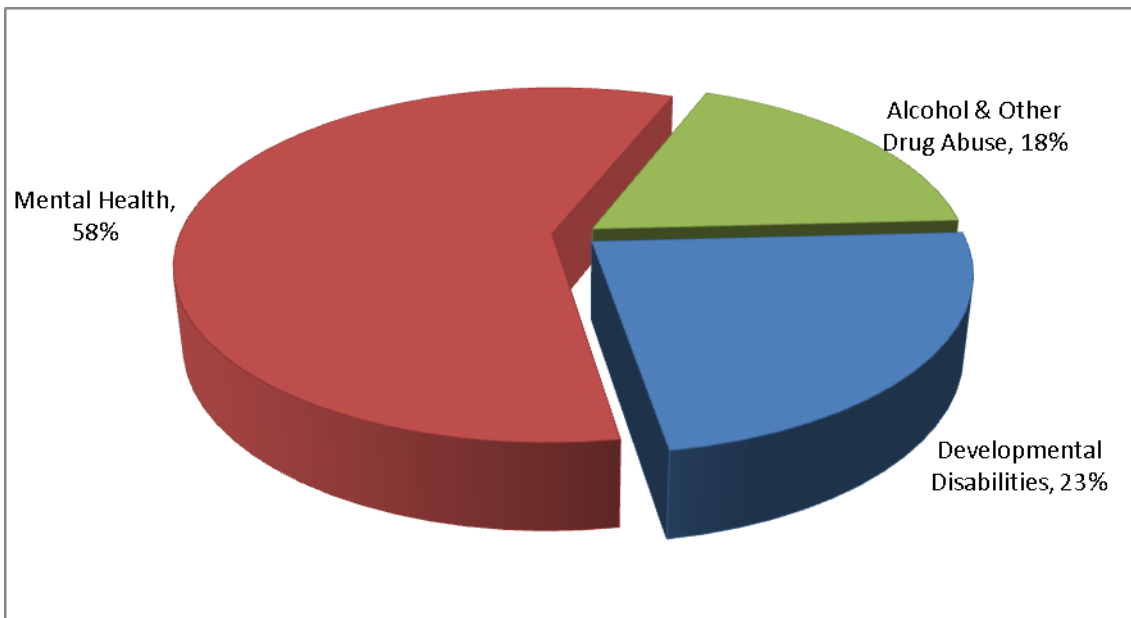
<u>Program</u>	<u>Wisconsin Statute</u>	<u>2016 Expenditures</u>	<u>2017 Expenditures</u>
Birth to 3	51.44(5)(a)	\$ 275,548	\$ 305,311
Developmental Disabilities Outpatient	51.437	\$ 8,337	\$ 6,108
Children Long Term Support Children's Community Options Program	51.437 46.985(2)(a)	\$ 212,274	\$ 249,815
Iowa County Community Options Program	46.27	\$ 163,319	\$ Discontinued
Emergency Services	51.42	\$ 1,166,257	\$ 623,073
Mental Health Outpatient	51.42	\$ 1,408,059	\$ 1,169,759
Substance Abuse Outpatient	51.45(8)	\$ 679,391	\$ 759,667
Community Support Program	51.42(7)(b)	\$ 803,586	\$ 694,269
Family Care		\$ 416,262	\$ 416,262
TOTAL		\$ 4,969,714	\$ 4,224,264

Revenue by Source:

Revenue for services provided	23%	\$1,063,338
County	14%	\$670,050
Federal	22%	\$1,001,041
State	41%	\$1,898,883
		<hr/>
		\$4,633,312



Developmental Disabilities	23%	\$977,496
Mental Health	58%	\$2,434,536
Alcohol & Other Drug Abuse	18%	\$812,232
		<hr/>
		\$4,224,264



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
Representative payees and 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 three clinicians, a registered nurse, one psychiatric mental health nurse practitioner and a 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

Currently, 34 individuals are being served by the Community Support Program. The program admitted 3 people in 2017 and discharged 7 people. Fourteen (14) of the CSP individuals served are on a civil mental health commitment (Chapter 51). The case management program currently serves 33 individuals in Grant and Iowa Counties who require assistance accessing and coordinating services, but do not require community treatment.

2017 Program Accomplishments

Welcomed "Emmy", a certified therapy dog, to the team. She goes out to home visits with staff.

Restarted Symptom Management Group in Iowa County.

Implemented holistic treatment approaches such as yoga, meditation, and mindfulness.

Implemented the Bucket Approach to smoking cessation.

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.

Provides consultation to law enforcement officers, other human services providers and community members who are responding to psychiatric emergencies.

Coordinates the provision of treatment and services for consumers post crisis.

Manages consumers on Mental Health Commitments, Settlement Agreements and Crisis Plans.

Program Staff

The Emergency Services (ES) Department is staffed with three Master’s-level clinicians, including Supervisor (Licensed Professional Counselor), and two Coordinators (Licensed Professional Counselors-In-Training). Our ES Program is supported part-time by a clerical position, and temporarily had a part-time graduate student intern. UCS also holds a contract with Northwest Connections to provide 24-hour crisis hotline services and mobile services per DHS 34.

Clients Served

	<u>2015</u>	<u>2016</u>	<u>2017</u>
Emergency Detentions			
Grant County	71	70	82
Iowa County	30	33	37
Other	0	5	1
Incapacitated by Alcohol			
Grant County	24	26	17
Iowa County	17	8	8
Other	0	0	0
Crisis Calls			
Grant County	793	932	974
Iowa County	435	468	397
Other	76	103	139
Chapter 51 Commitments			
Grant County	7	9	6
Iowa County	1	6	3
Chapter 51 Recommitments			
Grant County	10	8	9
Iowa County	9	6	7
Settlement Agreements			
Grant County	19	21	17
Iowa County	9	11	5

2017 Program Accomplishments

Strong focus on reducing the number of days individuals spend in inpatient settings.

Worked collaboratively to look at step down treatment options and diversion options from Emergency Detentions including alternate detention facilities.

Continued CIT/CIP training offered to local law enforcement and community members.

Improved relationships with community partners (Outpatient clinics, Social Services Departments, Law Enforcement, Probation and Parole, ADRC).

Participated in Stepping Up Initiative Committee which passed a resolution to reduce the number of individuals with mental illness and substance abuse disorders in our jails.

Hired and trained two new Emergency Services Coordinators (MA, LPC-ITs). Reduced State Institute Costs by 72 %.

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 2017, the Long Term Support Program was staffed by a team consisting of the Program Supervisor, two full-time Case Manager/Service Coordinators, a part-time speech and language pathologist, a part-time physical therapist, and a part-time program assistant. The program supervisor retired at the end of 2017.

2017 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 2017 Unified Community Services received 42 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.

CHILDREN'S LONG-TERM SUPPORT WAIVERS

The Children's Long-Term Support Waivers Program serves children in both Grant and Iowa Counties. The lead agencies for this program are Unified Community Services, Grant County and Iowa County Social Services' Departments. The three agencies work closely to ensure coordination of this waiver program. Unified Community Services served 34 children in 2017 (19 in Grant County and 15 in Iowa County). Unified serves children living with intellectual disabilities. There are currently 23 children in Grant County and 3 children in Iowa County on the waiting list for services.

Unified Community Services took over as lead agency for the children with an autism diagnosis which added 18 children to the current caseload effective January 1, 2017.

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 71 Protective Placement reviews completed in 2017 along with 1 comprehensive evaluation completed for persons with intellectual disabilities. 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 2017, Children's COP served 36 families in Grant and Iowa Counties.

BIRTH TO 3

In 2017, the Birth to 3 Program received 195 referrals and served 74 children and families. Birth to 3 Program services continue to be provided in the child's natural environment. 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, and Rural Wisconsin Health Co-Op for the provision of physical therapy, speech therapy and occupational therapy. Unified has a part-time speech therapist and physical therapist to provide services to Birth to 3 children.

MENTAL HEALTH PROGRAM

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

Key Program Components

Crisis Intervention
Assessment and Diagnosis
Treatment Planning
Recovery Based Psychotherapy
Marital Therapy
Family Therapy
Medication Evaluation
and Management
Employee Assistance program (EAP) Consults
Referrals

2017 Program Accomplishments

On-going supervision for Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) continued throughout most of 2017.

Participated in several public relations activities to promote Unified Community Services and the services we offer.

Who We Serve

As a public service agency, we continue our commitment to those individuals and families who have limited resources and are in need of the services we provide. We also expand or adjust our continuum of services on an ongoing basis, both in the clinical variety and the funding sources of our programs.

Program Staff

In 2017, the outpatient Mental Health Program was staffed by a team two psychiatric mental health nurse practitioners, a clinical supervisor, and two full-time psychotherapists.

Clients Served

In 2017, the Department admitted 574 individuals for assessment and treatment. There were 3,773 client appointments kept. The therapists also provided education and prevention services.

SUBSTANCE ABUSE PROGRAM

Providing education, prevention, intervention, outreach, support, treatment and rehabilitation services. The program's intent is to help alcohol and other drug dependent families develop or regain a quality of life that will ensure dignity, respect, and well being that so often is lost in the progression of the disease of addiction.

Key Program Components

Individual Addiction Assessment
 Intoxicated Driver Program Assessment (IDP)
 Level I Treatment Group
 Level II Treatment Group
 Primary Treatment Group
 Relapse Prevention Group
 Individual and Family Sessions
 Referral to Self-Help Programs
 Grant County OWI Treatment Court
 Grant County Drug Court
 Iowa County Drug Court
 Intensive Outpatient Program (I.O.P.)
 Medication Assisted Treatment (M.A.T.)

Prevention Activities:

Participated in Grant County and Iowa County
 Community Coalition meetings.
 Assisted area colleges and schools in AODA
 education and prevention activities.
 Participated in Community Coalition on AODA.
 Participated in Iowa County Homeless Prevention
 Coalition.

Program Staff

In 2017, the Substance Abuse Program was staffed by a team consisting of a Substance Abuse Program Clinical Supervisor, one-part time substance abuse counselor who retired in May, and one part-time substance abuse counselor in training who resigned in April. We hired two full-time dually licensed counselors. The Medical Director provided supervision, and we contracted with Ted Izydor for AODA supervision and AODA staff training.

Clients Served

Client appointments totaled 2,528 for substance abuse services in 2017, including 265 Intoxicated Driver Assessments.

2017 Program Accomplishments

Continued to facilitate all key program components in both of our service locations.

Three staff attended the National Association of Drug Court Professionals (NADCP) Conference in Maryland.

Facilitated SAMHSA grant implementation site visit.

Supervisor continued to operate as the SAMHSA grant Project Director to oversee all grant requirements.

Grant County OWI Treatment Court Program:

Participants admitted in 2017	11
Participants graduated	12
Participants employed/retired at graduation	11
Participants reoffending	3
Participants expelled	1
Counseling sessions attended	186
Support groups attended	388
Jail days saved	3,530
Jail days saved from 2010-2017	25,345

Grant County Drug Treatment Court

2016 total admissions	7
Participants graduated	1
Participants employed	2
Participants expelled	7
Counseling sessions attended	420

Iowa County Drug Treatment Court

2017 total admissions	4
Participants graduated	1
Participants employed	11
Participants expelled	2
Participants reoffending	4
Counseling sessions attended	167

SUPPORT SERVICES

FINANCIAL DEPARTMENT

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

Staff

The Financial Department consists of a director, two patient accounts staff, and a bookkeeper.

2017 Program Accomplishments

Assisted in controlling state institute expenditures, decreasing expenditures by approximately \$745,000 from the prior year.

Maintained a list of local resources to assist clients with enrollment in the Health Insurance Exchange.

Coordinated clinical staff credentialing applications with insurance carriers.

Continued the Wisconsin tax intercept program for delinquent accounts.

Continued the effort to upgrade computers and other hardware and software to keep pace with the changing needs of the agency.

ADMINISTRATIVE/ SECRETARIAL SERVICES

Providing quality support services to all agency staff. The secretaries 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.

Staff

Administrative Services Supervisor and five secretaries.

2017 Program Accomplishments

Scheduled more than 9,174 outpatient client appointments.

Facilitated citation-free State certification on-site reviews for Mental Health, Substance Abuse, and Emergency Services programs. Facilitated State certification desk review for Community Support Program.

Processed 4 employee separations, and hired 8 employees, for a turnover rate of 13.3%.

Revised Employee Handbook.

Implemented procedural changes for scheduling outpatient client appointments, resulting in higher direct service and shorter wait times.

Contracted with Relias Learning for the behavioral health training package. Compliance training required for staff members, and clinical training optional.

Submitted application and received approval to continue as a National Health Service Corps (NHSC) approved service site where service requirements for the NHSC Loan Repayment Program may be fulfilled.

Planned for annual agency training day to include required Boundaries and Ethics training.