

## **2006 HIGHLIGHTS OF BEHAVIORAL HEALTH SERVICES**

The Counseling Center provides individual, couples, family, and group counseling as well as case management services for residents of Ozaukee County who do not have the resources to obtain services elsewhere. The Community Support Program provides case management services to adults with severe and persistent mental illness and also operates a drop-in center. Our staff currently consists of three drug and alcohol counselors, four therapists, six case managers, a crisis interventionist, one nurse, one nurse practitioner, four psychiatrists, and four supportive care workers. We also are a resource to Milwaukee graduate schools in psychology and social work. In 2006 we had two students from the University of Wisconsin-Milwaukee School of Social work and two from Mount Mary College complete their field placement at our agency. On an average day at least 40 people are seen at the Counseling Center office. An additional 10 clients may be seen at their homes or other locations.

### **COUNSELING CENTER STATISTICS**

|                  | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| CLIENTS          | 501         | 562         | 667         | 692         | 726         | 886         |
| HOURS            | 4,038       | 4,013       | 3,535       | 4,570       | 4,839       | 5,868       |
| AV. HOURS/CLIENT | 8.8         | 8.1         | 7.14        | 5.3         | 6.6         | 6           |

CLIENTS OPEN TO PSYCHIATRISTS/NPAP 12/312006: 579

### **VOLUNTARY HOSPITALIZATIONS**

Short term voluntary hospitalizations occur when a person is exhibiting serious mental health problems and/or some degree of dangerousness to themselves or others, and are willing to obtain help (sign themselves in to an inpatient facility) for these problems.

|                 | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NO. OF CLIENTS  | 31          | 21          | 29          | 24          | 18          | 18          |
| NO. OF DAYS     | 272         | 198         | 83          | 87          | 40          | 87          |
| AV. DAYS/CLIENT | 6.4         | 4           | 3           | 4.6         | 2.2         | 4.83        |

### **PLACEMENTS AT STATE HOSPITALS**

Placements occur when individuals with very severe mental illness do not respond to short term acute care or present problems that are too severe to be dealt with by the staff of an inpatient unit. Usually there is an issue of safety. Winnebago or Mendota are better equipped to handle these types of problems.

|                 | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|
| CLIENTS         | 9           | 7           | 10          | 5           | 2           | 5           |
| DAYS            | 960         | 1141        | 1,013       | 676         | 114         | 142         |
| AV. DAYS/CLIENT | 107         | 163         | 101         | 135         | 57          | 28          |

### **INVOLUNTARY HOSPITALIZATIONS (CHAPTER 51).**

An involuntary hospitalization occurs when an individual is exhibiting threatening behavior to themselves or another person as a result of a serious mental illness. Law enforcement officers are the only ones who can do these types of detentions.

|                 | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NO. OF CLIENTS  | 211         | 163         | 233         | 211         | 149         | 179         |
| NO. OF DAYS     | 1115        | 729         | 658         | 658         | 506         | 841         |
| AV. DAYS/CLIENT | 5.3         | 4.4         | 2.8         | 2.8         | 3.4         | 4.69        |

### **COMMUNITY BASED RESIDENTIAL FACILITIES**

Clients who have severe and persistent mental illness may need to reside in a group home environment for several months to a year in order to achieve psychosocial rehabilitation.

|                 | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NO. OF CLIENTS  | 25          | 27          | 14          | 13          | 14          | 14          |
| NO. OF DAYS     | 6,238       | 7,090       | 5,110       | 4,145       | 4,002       | 3,720       |
| AV. DAYS/CLIENT | 250         | 262         | 365         | 318         | 285         | 265         |

### **EMPLOYMENT SERVICES**

**Portal Industries, Inc.** (Grafton), can provide sheltered workshop services (and transportation), recreation/leisure activities (and transportation) and supported employment services to mentally ill clients.

|                      | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|----------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SHELTERED EMPLOYMENT |             |             |             |             |             |             |
| NO. OF CLIENTS       | 14          | 12          | 11          | 14          | 6           | 28          |
| SUPPORTED EMPLOYMENT |             |             |             |             |             |             |
| NO. OF CLIENTS       | 5           | 5           | 5           | 5           | 9           | 7           |

### **HOTLINE SERVICES**

**COPE Services**, as it has for many years, continued to provide around the clock hotline services to county residents. A published 24 hour hotline is a requirement of our certification. It is also a very important part of the safety for citizens of the county who are experiencing emotional difficulties and/or mental illnesses, as well as chemical dependency problems. The Department provides training and backup to the many volunteers who make this service available to the County.

|                 | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NUMBER OF CALLS | 10,280      | 10,887      | 14,369      | 17,778      | 10,246      | 10,435      |
| MONTHLY AVERAGE | 857         | 907         | 1,197       | 1,148       | 853         | 870         |

## CHEMICAL DEPENDENCY SERVICES

### COUNSELING CENTER    Outpatient Services

|                  | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NO. OF CLIENTS   | 162         | 202         | 185         | 211         | 256         | 307         |
| HOURS OF SERVICE | 1,551       | 1,184       | 1,241       | 2,760       | 3,967       | 4,489       |
| AV. HOURS/CLIENT | 7.6         | 13          | 18          | 18.5        | 15.4        | 14          |

### Intoxicated Driver Program

|                       | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NO. OF ASSESSMENTS    | 374         | 356         | 401         | 437         | 404         | 458         |
| REFERRED TO TREATMENT | 44%         | 52%         | 41%         | 41%         | 37%         | 41%         |

### Underage Drinking Assessments:    (Completed by the Ozaukee Council)

|                                  | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| # Youth Referred for Assessment: | 49          | 29          | 77          | 93          | 121         | 158         |

### INPATIENT CARE

|                        | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| DETOXIFICATION CLIENTS | 17          | 29          | 31          | 30          | 37          | 45          |
| DETOXIFICATION DAYS    | 65          | 88          | 135         | 95          | 77          | 107         |
| AV. DAYS/CLIENT        | 3.8         | 3           | 4.3         | 3.1         | 2           | 2.38        |

### COMMUNITY BASED RESIDENTIAL FACILITIES

|                 | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> |
|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NO. OF PERSONS  | 28          | 23          | 19          | 17          | 8           | 3           |
| NO. OF DAYS     | 2160        | 1341        | 1168        | 604         | 41          | 170         |
| AV. DAYS/CLIENT | 77.1        | 58          | 61          | 35.5        | 5           | 56          |

### COMMUNITY SUPPORT PROGRAM

The CSP program is a state mandated, Medicaid reimbursable case management program for individuals with serious and persistent mental illness who have functional limitations in self-care, employment, housing, etc, due to their symptoms. Most clients served by CSP have histories including numerous hospitalizations, problems managing their medications, activities of daily living, and navigating the Social Security and benefit system. They are often at risk for placement in Community Based Residential Facilities or

or institutions. CSP clients are typically very long-term consumers with intense needs. There are maximum caseload sizes allowed by the State Administrative Code. The CSP program includes a drop-in center-- "On Center" which provides peer support, day structure, and prompting regarding medication compliance and activities of daily living by supportive care workers who are limited part-time staff. The CSP program served **55** consumers in 2006. There were five admissions and nine discharges. The CSP staff logged **3875** hours of service in 2005 for which we were reimbursed \$ **117,741.06** from Medicaid.

### **CASE MANAGEMENT/COMPREHENSIVE COMMUNITY SERVICES**

The Behavioral Health Division has made case management of potential high risk/high cost clients a priority. Some of these clients have court orders for treatment or have been protectively placed under Chapter 55. Some are placed in a CBRF or institutional setting, while others are clients who have an effective treatment plan in place, yet need periodic case management to keep them from returning to their previous level of need. Many of these clients have multiple issues and require a case manager to coordinate care and to facilitate useful, cost-effective treatment. Recently, the State of Wisconsin began a new program called Comprehensive Community Services (CCS). CCS programs are an opportunity for County Agencies to capture billing for service provision as well as contracted services like CBRF placements, supported apartments, etc. At the end of 2006, the Behavioral Health Division sought and was granted permission to re-allocate the current staff that had been providing CSP and Targeted Case Management Services in order to establish a CCS program. The current CSP and Targeted Case Management staff will now form one unit and will split their time between programs, with clients being assigned according to a state mandated functional screen. This will allow for a more dynamic continuity of care for a large number of clients already receiving services, and is an opportunity for our department to receive reimbursement for services we currently provide. This will be done with only a modest addition of staff time once the program certification is achieved. We hope to be CCS certified and receiving Medicaid reimbursement for approximately 20 current consumers by the end of 2007 or early 2008.

### **PREVENTION/EDUCATION/INTERVENTION SERVICES**

The Community Programs Board contracts with the Ozaukee Council, Inc. to provide our prevention, education and intervention services for alcohol, tobacco and other drug abuse.

The Ozaukee Council works collaboratively with the others, including school districts, to maximize resources. The Ozaukee Council makes these specific programs available in any school district that chooses to participate. Its **Peer Resource Education Program (PREP)** offers a countywide network of high school students who provide positive peer support and activities for students who make a commitment to live an alcohol, tobacco and other drug-free lifestyle. **PREP** members can volunteer to be trained by the Ozaukee Council as **cross-age educators** to participate in the **PREP** performance team, which visits elementary schools throughout the county.

## **Outcomes for Substance Abuse Prevention Services**

**SAIL** (Educational program for young adults abusing substances): 76% or 411 of the youth referred (544) into the SAIL system completed the program, slightly exceeding the goal of 75%. The students had a total of 4,072 contacts for an average of approximately 8 contacts per student.

**MAPP**:((Educational/Prevention program) A total of 2,942 middle school students completed the MAPP program; of those completing the program 1,323 (45%) students returned evaluations. Based on the returned evaluations, 95% (1,255) of the students reported an increase in skills to stay drug free. This exceeds the goal of 75% by 20%. The 2,942 students completing the MAPP program had a total of 8,517 contacts for an average of 3 contacts per student.

**2006 INTERVENTION CONTACTS** (Inquiries from concerned others about someone's drug or alcohol problem): 4,072

**INFORMATION AND REFERRAL CONTACTS**: 1,253

**2006 PUBLIC EDUCATION CONTACTS** (NUMBER OF PEOPLE IN AUDIENCES): 200,554

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