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ASHLAND COUNTY COMMUNITY SERVICE PROGRAMS

514 MAIN STREET WEST • ASHLAND, WISCONSIN 54806

• (715) 682-7171 • Fax: (715) 682-7176 • E-mail: ccsintake@co.ashland.wi.us

Terry Barningham, Director

Joint Meeting of

Ashland County and Bayfield County

Local Comprehensive Community Services (CCS) Coordination Committees

And

Ashland County and Bayfield County Regional
Comprehensive Community Services Coordination Committee

July 12, 2022 at 12:30 p.m.

Remote/Zoom Meeting

Join by the link sent you via email or by phone

715-312-626-6799 US (Chicago)

Meeting ID: 89514471189 Password: 706736

Ashland CCS Committee:

Thomas Mittelstaedt

Terry Barningham

Bad River Tribal Representative

Melissa Dunphy

Colleen Grand

Georgia Tolliver

Jan Kupczyk

Bayfield CCS Committee:

Tom Croteau

Thomas Mittelstaedt

Lorna Gamble

Dale Irwin

Cecilia Webb

Josh Gilbert

Sandra Notzke

Regional CCS Committee:

Ashland County: Terry Barningham, Colleen Grand, Jan Kupczyk, Melissa Dunphy, Georgia Tolliver, Bad River Tribal Representative

Bayfield County: Tom Croteau, Dale Irwin, Josh Gilbert, Lorna Gamble, Cecilia Webb, Sandra Notzke

Members-At-Large: Val Levno, Thomas Mittelstaedt

Bayfield CCS: Notice is hereby given, in the event the standing committee does not have a quorum, the County Board Chair or Vice Chair may act as an ex officio member (County ordinance, Chapter 3, section 2-3-1 (c))

Any person wishing to attend who, because of a disability, requires special accommodations, should contact the Ashland Community Service Programs at 715-682-7171 at least 24 hours before the scheduled meeting time, so appropriate arrangement cans be made.

Agenda

1. Call to Order. Introductions and Welcome to New Committee Members
2. Roll Call
3. Agenda for Ashland CCS only:
 - A. Discussion and Possible Action: Review and Approval of the April 12, 2022 Meeting Minutes (Handouts 1-4)
4. Agenda for Bayfield CCS only:
 - A. Discussion and Possible Action: Review and Approval of the April 12, 2021 Meeting Minutes (Handouts 1-4)
5. Agenda for Regional CCS only:
 - A. Discussion and Possible Action: Review and Approval of the April 12, 2021 Meeting Minutes (Handouts 5-9)
6. BRICK Ministries Benevolence Coordinator Presentation - Eric Lindell (Handouts 10-14)
7. 2021 CCS Quality Assurance Report (Handouts 15-18)
8. Review Program Report (Handouts 19-23)
9. Children Services
10. Discussion and Possible Action: New Business
11. Opportunity for Public Comment (Limit 3 minutes please)
12. Other (Informational Items)
13. Future Meeting Dates:
 - Oct 11, 2022 - via Zoom or in person

C: Ashland County Board Chair, Dick Pufall
Ashland County Administrator, Dan Grady
Ashland County Clerk, Heather Schutte
Bad River Tribal Chairman, Mike Wiggins Jr.

Bayfield County DHS, Deanna Regan
Bayfield County DHS, Nina Bucher
Bayfield County DHS, Heather Gilbertson
Bayfield County Clerk, Lynn Divine
Bayfield County Administrator, Mark Abeles-Allison
Bayfield County Board of Supervisors Chair, Dennis Pocerlich
Red Cliff Tribal Chair, Christopher Boyd
WI DHS Area Administration, Karlie Pierson
WI Family Ties, Amy Polsin
Ashland Daily Press

Draft - subject to change at the next meeting

**Bayfield County
Comprehensive Community Services (CCS)
Coordination Meeting
(Held Via Zoom)**

April 12, 2022

BCCS Members Present: Thomas Mittelstaedt, Sandra Notzke, Dale Irwin, Cecelia Webb, Tom Croteau, Lorna Gamble – Red Cliff CCS

Others Present: Jackie Campbell-WI Family Ties, Amy Polsin-WI Family Ties, Jessica Bigboy-WI Family Ties; Vanessa Sowl-Intern Ashland County; Elizabeth Skulan, Karlie Pierson, Andrea Yrjanainen-Ashland; Paige Crenshaw-Program Manager Ashland Homeless Center, Heather Gilbertson, Terry Barningham, Josh Gilbert, Colleen Grand, Georgia Tolliver, Val Levno

Call to order and Introductions: Mittelstaedt called the meeting to order at 12:30 p.m.

Roll Call: Roll call was taken.

Review: Mittelstaedt quickly summarized the Simplified Roberts Rules of Order documents included in the meeting packet.

Discussion and Possible Action: Election of Vice Chairperson

- There was some discussion regarding setting a meeting in April that coincides with County Board elections as the standard meeting date to elect officers for the CCS Committees.

Motion by Croteau, second by Webb to set April CCS meeting that coincides with county board elections as the meeting to elect officers to the CCS Committee. Motion passed.

Discussion and Possible Action: Review and Approval of the January 11, 2022, meeting minutes.

Motion by Irwin, second by Gamble to approve the January 11, 2022, CCS Coordination Committee meeting minutes as presented. Motion passed.

Discussion and Possible Action: Election of Chairperson and Vice Chairperson

- Nominations for Officers for the CCS Coordination Committee

Mittlestaedt called for nominations.

Croteau made a motion to nominate Webb for Chairperson and Gamble for Vice Chairperson.

No other nominations were made.

Motion by Croteau, second by Irwin to cast a unanimous vote for Webb as the CCS Chairperson and Gamble and the Vice Chairperson. Motions passed.

CCS Program Response to Committee Recommendations

- Levno thanked the Bayfield County CCS Coordination Committee for recommendations to the Bayfield County Comprehensive Community Services plan and policies updates. Recommendations were accepted as proposed.

Ashland Homeless Center Presentation:

- The homeless center is run by Northwest Wisconsin Community Services Agency (NWCSA).
- NWCSA programs include anti-poverty, food shelves, free tax filing services, and rapid re-housing.
- Paige Crenshaw is the Program Manager of the Homeless Shelter in Ashland. She has office hours Monday through Friday from 10:00 a.m. to 5:00 p.m.
- HMIS Highlights
 - 35 households served to date, including three persons fleeing domestic violence
 - 42 adults and 2 children served
 - Groups served: 56 Caucasians; 31 Native Americans; 13 individuals of mixed race
 - 29% male, 57% female, 14% transgender or non-conforming
 - 45% spent a night prior to the homeless shelter in a place not fit for human habitation
 - 48% have no income; 48% state they have chronic health conditions; 82% have health insurance; 16% are chronically homeless; 16% are veterans
- Shelter Updates and Services Overview
 - October 14, 2021, NWCSA closed on property
 - Repaired the heating system and deep cleaned rooms and shared areas
 - January 13, 2022, first 11 guests checked in
 - March 2022, opened to full capacity
 - Currently working on parking lot replacement; garden installation; and renovation of the two-story building just west of the main building.
- Referral Process for Emergency Shelter
 - Information needed to apply current living situation; if the applicant requires a multi-person or single space; and some form of identification.
 - Background Checks are completed on all applicants
 - Access to essential services and weekly case management is required
 - 21 units, with an additional 10units once expanded
 - 30-day stay, with extension possibilities
 - Call or email = pcrenshaw@northwest-csa.org / 715-292-6115

- Volunteers
 - Volunteers: on site daytime and overnight
 - Donations accepted
 - Can register on Facebook at @AshlandCommunityShelter

CCS State Satisfaction Survey

- Levno reported Administered Mental Health Statistical Improvement Program (MHSIP) survey issued October through December 2021 to participants.
 - Surveys provided to participants enrolled in CCS six months or more.
 - Survey response for Bayfield County: 81% adults; 67% youth; no families eligible
- Survey determines the following goals for 2022: Adults-Improving perspective of symptoms; Children-My child is better at handling daily life, gets along better with friends and other people.

Review Program Report

Enrollment: Bayfield CCS has had steady and substantial growth since November 2021.

Staffing:

- Bayfield CCS is currently advertising for an additional Service Facilitator position.

Provider Network:

- Brigid Ripley wants to provide equine-assisted learning services.
- Innovative Wisconsin’s CCS Program Manager is providing 20 hours of direct service per week.
- North Country Independent Living now renamed IndiGO, has hired a third Certified Peer Specialist and additional staff to provide Individual Skill Development and Enhancement.

Marketing and Outreach:

- Croteau meets with law enforcement, the Bayfield County Sheriff’s Office staff, treatment court and criminal justice in Bayfield County.
- Levno stated they connect with community provider meetings, CA:tCH, and Northwest Wisconsin Community Service Agency, Inc.

Children Services:

- Additional service providers are needed to work with children, on nights and weekends, when school is no in session.
- There have been increases in telehealth services, equine therapy, and art therapy.
- Working on increasing access to Parent Peer Specialists.

New Business

- None

Opportunity for Public Comment (Limit 3 minutes): None

Other (Informational Items):

- CCS Mentors are recruited through and hired by Lori Knapp Inc. (LKI). Currently there are no mentors available.
- Request for proposals were issues for the Management Information System (MIS). Six proposals were submitted and reviewed. The next step will be identifying when vendors will be invited to provide demonstrations of their system.
- The 2022 CCS Statewide meeting will be held August 16, 2022. It will be held virtually and there is no registration fee to attend. Agenda and information regarding registration will be available in May and distributed at that time.

Future Meeting Dates: Held via Zoom until further notice.

- July 12, 2022
- Oct 11, 2022
- Meetings held via Zoom at 12:30 pm

Motion to adjourn. Mittelstaedt adjourned the Comprehensive Community Services (CCS) Coordination Committee meeting at 1:46 p.m.

Minutes submitted by: Heather Gilbertson, Clerk III– Bayfield County

**Bayfield County and Ashland County
Comprehensive Community Services (CCS)
Regional Coordination Meeting
(Held Via Zoom)**

April 12, 2022

- BCCS Members Present:** Sandra Notzke, Dale Irwin, Cecelia Webb, Tom Croteau, Lorna Gamble – Red Cliff CCS
- ACCS Members Present:** Terry Barningham, Josh Gilbert, Colleen Grand, Georgia Tolliver
- Members Excused:** Jan Kupczyk
- Members-At-Large:** Thomas Mittelstaedt, Val Levno
- Others Present:** Jackie Campbell-WI Family Ties, Amy Polsin-WI Family Ties, Jessica Bigboy-WI Family Ties; Vanessa Sowl-Intern Ashland County; Elizabeth Skulan, Karlie Pierson, Andrea Yrjanainen-Ashland; Paige Crenshaw-Program Manager Ashland Homeless Center, Heather Gilbertson

Call to order and Introductions: Mittelstaedt called the meeting to order at 12:30 p.m.

Roll Call: Roll call was taken.

Review: Mittelstaedt quickly summarized the Simplified Roberts Rules of Order documents included in the meeting packet.

Discussion and Possible Action: Review and Approval of the January 11, 2022, meeting minutes.

Motion by Barningham, second by Grand to approve the January 11, 2022, Ashland County Local CCS Coordination Committee meeting minutes as presented. Motion passed.

Discussion and Possible Action: Election of Vice Chairperson

- There was some discussion regarding setting a meeting in April that coincides with County Board elections as the standard meeting date to elect officers for the CCS Committees.

Motion by Barningham, second by Grand to set Ashland County's April CCS meeting that coincides with county board elections as the meeting to elect officers to the CCS committee. Motion passed.

Motion by Croteau, second by Webb to set Bayfield County's April CCS meeting that coincides with county board elections as the meeting to elect officers to the CCS Committee. Motion passed.

- Nominations for Officers for the Ashland County Local CCS Coordination Committee

Mittlestaedt called for nominations.

Barningham made a motion to nominate Mittelstaedt for Ashland County CCS Chairperson and Grand as Vice Chairperson.

No other nominations were made.

Motion by Barningham, second by Gilbert to cast a unanimous vote for Mittelstaedt as the Ashland County CCS Chairperson and Grand as the Ashland County CCS Vice Chairperson. Motion passed.

Discussion and Possible Action: Review and Approval of the January 11, 2022, meeting minutes.

Motion by Irwin, second by Gamble to approve the January 11, 2022, Bayfield County Local CCS Coordination Committee meeting minutes as presented. Motion passed.

Discussion and Possible Action: Election of Chairperson and Vice Chairperson

- Nominations for Officers for the Bayfield County Local CCS Coordination Committee

Mittlestaedt called for nominations.

Croteau made a motion to nominate Webb for Chairperson and Gamble for Vice Chairperson.

No other nominations were made.

Motion by Croteau, second by Irwin to cast a unanimous vote for Webb as the Bayfield County CCS Chairperson and Gamble as the Vice Chairperson. Motions passed.

Discussion and Possible Action: Review and Approval of the January 11, 2022, Meeting Minutes.

Motion by Grand, second by Irwin to approve the January 11, 2022, Ashland/Bayfield Regional CCS Coordination Committee meeting minutes as presented. Motion passed.

- Survey response for Ashland County: 39% adults; 100% youth; 71% for families (kids under 12).
- Survey response for Bayfield County: 81% adults; 67% youth; no families eligible
- Survey determines the following goals for 2022: Adults-Improving perspective of symptoms; Children-My child is better at handling daily life, gets along better with friends and other people; Family-Ashland County would like to improve in all areas to increase to state averages.

Review Program Report

Enrollment: Ashland CCS participants numbers remained about the same in the first quarter 2022. Bayfield CCS has had steady and substantial growth since November 2021.

Staffing:

- Ashland CCS has incorporated the duties of the Mental Health Professional into the Service Director position.
- Andrea Yrjanainen is a new CCS administrative assistant in Ashland.
- Bayfield CCS is currently advertising for an additional Service Facilitator position.

Provider Network:

- Brigid Ripley wants to provide equine-assisted learning services.
- Innovative Wisconsin’s CCS Program Manager is providing 20 hours of direct service per week.
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- Additional service providers are needed to work with children, on nights and weekends, when school is no in session.
- There have been increases in telehealth services, equine therapy, and art therapy.
- Working on increasing access to Parent Peer Specialists.

New Business

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Opportunity for Public Comment (Limit 3 minutes): None

Other (Informational Items):

CCS Program Response to Committee Recommendations

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Future Meeting Dates: Held via Zoom until further notice.

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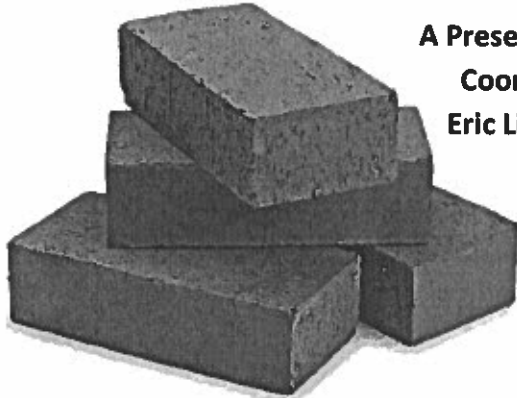
Motion to adjourn. Mittelstaedt adjourned the regional and local Ashland and Bayfield County Comprehensive Community Services (CCS) Coordination Committee meetings at 1:46 p.m.

Minutes submitted by: Heather Gilbertson, Clerk III– Bayfield County

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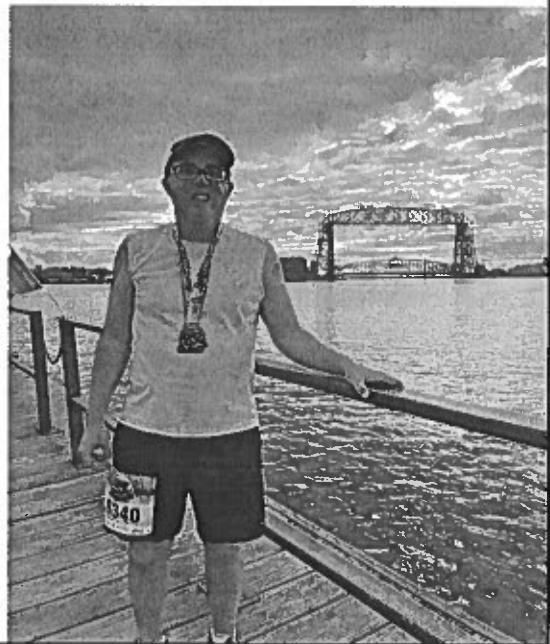
The BRICK Ministries A Program Overview



A Presentation for the Ashland County
Coordinated Services Committee
Eric Lindell, Benevolence Manager
April 21, 2022

A Little About Eric

- Lived in Ashland for five years
 - Moved when Kwik Trip Opened
- Graduated from UW-Superior
- Married to Kristi Lindell
 - We love our two cats Cindy & Macoun
- Lived and worked in Washington, DC
- Started at The BRICK in August of 2021
- Loves running marathons and traveling
- Multiple roles in our community





Our Mission, Vision, and Who We Serve

- **Mission:** The BRICK lives Christ's message to compassionately love and respect those in need.
- **Vision:** To provide services and build relationships to change people's circumstances and lives through Christ.
- **Important Note:** We are an equal opportunity provider. While we are faith-based, we do not discriminate or proselytize. Program participants are not expected to espouse any belief or perform religious acts to be eligible for services or to volunteer. No one is discriminated against or given preferential treatment for spiritual/religious reasons.
- **Who Do We Serve?** Individuals or families that live in either Bayfield or Ashland County.

Services Offered at The BRICK


- **Food Shelf**
- **Benevolence Assistance**
 - ❖ Financial Assistance
 - ❖ Referrals to other agencies
 - ❖ Homeless Assistance
 - ❖ Thrift Store Vouchers
 - ❖ BART Bus Passes



12

Food Shelf Program

- **Who Qualifies?** Anyone residing in Ashland or Bayfield County qualifying under TEFAP Income Guidelines
- **How much food?** Determined by family size. 2021 average: 49 lbs. per person.
- **How does one sign up?** No pre-registration is needed! Bring your ID or a piece of first-class mail within the last 30 days.
- **What if I cannot pick it up myself?** Call ahead and designate a proxy to pick up your food. Let us know of any allergies, household size/ages, etc.
- **How Often?** Once each month with exceptions.


The Emergency Food Assistance Program (TEFAP)
Wisconsin Household Income Eligibility during the COVID-19 Pandemic, beginning June 1, 2020
 (Eligibilidad de ingresos de los hogares de Wisconsin durante la pandemia COVID-19, a partir del 1 de junio de 2020)

TEFAP Applicants will receive more benefits by determining that their combined household income is equal to or less than the amounts shown in the table below. Food of income is not required or affected by TEFAP.
 Los solicitantes del TEFAP reciben por el mismo nivel de ingresos el puntaje que los ingresos combinados del hogar son iguales o inferiores a los cantidades que figuran en la tabla siguiente. No se requiere ni se afecta la cantidad de ingresos para recibir el TEFAP.

Household Size Tamaño del hogar	Combined Household Annual Income Ingresos anuales combinados del hogar	Combined Household Monthly Income Ingresos mensuales combinados del hogar	Combined Household Weekly Income Ingresos semanales combinados del hogar
1 person / 1 persona	\$40,770	\$3,398	\$784
2 people / 2 personas	\$64,970	\$5,415	\$1,256
3 people / 3 personas	\$88,000	\$7,336	\$1,729
4 people / 4 personas	\$111,030	\$9,257	\$2,201
5 people / 5 personas	\$134,060	\$11,178	\$2,673
6 people / 6 personas	\$157,090	\$13,099	\$3,146
7 people / 7 personas	\$180,120	\$15,020	\$3,618
8 people / 8 personas	\$203,150	\$16,941	\$4,090
9 people / 9 personas	\$226,180	\$18,862	\$4,563
10 people / 10 personas	\$249,210	\$20,783	\$5,035
11 people / 11 personas	\$272,240	\$22,704	\$5,507
12 people / 12 personas	\$295,270	\$24,625	\$5,979

To determine eligibility for households of more than 12 members, add \$14,100 per additional person per year. See value equal to additional \$1,175 per additional person per month.
 Para determinar la elegibilidad de los hogares de más de 12 miembros, añada \$14,100 dólares por persona adicional por año, o un valor equivo a \$1,175 dólares adicionales por persona adicional por mes.

Page 1 of 2 / Página 1 de 2

Food Shelf Program

- **Not what you would expect!** We have a variety of fresh produce, cheese, meats, and bread!
- **Where does our food come from?** In addition to receiving food from The Emergency Food Assistance Program (TEFAP), Second Harvest, Walmart, and Kwik Trip, we also receive food from local sources like Ashland Baking Company, Chequamegon Food Co-op, Coco's Bakery, and Super One!
- **Only One Location?** No, we have four locations in both Bayfield and Ashland Counties!
 - Ashland location: 420 Ellis Ave. Monday-Wednesday 9 am-3:30 pm Thursday 9 am- 7:00 pm.
 - Cable Area Food Shelf located at 13380 Spruce St. in Downtown Cable. Open 11 am- 6 pm on the 4th Thursday of the month Jan.-Oct. and 3rd Thursday Nov.-Dec.
 - South Shore Food Shelf located at Bell Community Center - 22615 County Hwy. C, Cornucopia. Open 10:00 am-3:00 pm the 1st and 3rd Thursday of the month.
 - Helping Hands Food Shelf located at Mellen City Hall - 102 Bennett St. Open 11:00 am- 5:00 pm the 3rd Thursday of the month.



Benevolence Program's Goals

The BRICK offers under-resourced consumers compassionate, respectful assistance to households and individuals facing financial hardships. The Benevolence Manager works one on one with area residents who need short-term aid. Together, they determine a plan, establish a workable budget, set goals, and make referrals to long-term resources that will assist the participants to move forward and avoid falling behind in the future.



Benevolence Programing

- Assistance is given on a case-by-case basis based on income eligibility.
- A household may receive a maximum per 12 months of \$250.00. It can be used at once or split up.
- Except for the homeless, participants must have some income to ensure that after we help they pay their bills on their own in the future.
- **Rental Assistance:** Bring your lease statement from the landlord along with landlord contact information and proof of income pay stub, social security award letter, etc., or bank statement.
- **Utility Assistance:** Bring in your current bill along with proof of income pay stub, social security award letter, etc., or bank statement.
- **Homeless Assistance:** We make referrals to other agencies and offer a room at a motel for one night. The motel voucher per household can only be used once every 12-month period. **Cannot have any outstanding warrants.**
- **Bus Ticket:** We offer a one-way bus ticket for individuals. We need to know the destination and what their plan is when they arrive. We would need phone numbers for a family, friend, or agency that is meeting them or working with them. The further advance notice, the better. We work with Indian Bus Trails and participants **cannot have any outstanding warrants.**

14

Other Benevolence Services Offered

- **Thrift Store Vouchers:** Partners with MMC Thrift, ABC Thrift, and Encore Thrift Stores. MMC and ABC Thrift can be picked up at our Ashland office. Encore vouchers are **available at our Cornucopia location. One voucher every three months.**
- **BART Bus Passes:** Four passes per adult per month. Can be picked up at our Ashland office or at the Mellen Helping Hands Food Shelf.



Questions and Contact Information!

- **Eric's Contact Information:** 715-682-7425 ext. 4 or by email benevolencemanager@thebrickministries.org

Thank You!

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BAYFIELD COUNTY COMPREHENSIVE COMMUNITY SERVICES 2021 QUALITY ASSURANCE REPORT

The second year of providing services in the home, community and office during the COVID19 pandemic allowed for us to put into practice what we learned from year one. We continued to provide services in as safe a manner as possible. Temporary telehealth has been very valuable especially the ability to provide services via the phone. About 25% of participants have the capability for or wanted audio/video telehealth such as Team for services. Though we attracted new contracted service providers, the net was a 17% decrease in contracted services. Most of this was due to contracted service providers being unable to hire because of the lack of qualified applicants. We also experienced a significant increase in referrals towards the end of the year. Nineteen of the thirty-four referrals received in 2021 were received in November and December (forty-four percent of the referrals). There was a thirty-two percent increase in admissions in 2021 as well.

Program Description

The Bayfield County CCS program provides individualized treatment in the home and community for persons of all ages who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in a Community Support Program or an inpatient setting. The participant works with a dedicated team of service providers to develop a service plan to meet the individual's unique needs and goals. The goal of this community-based approach is to promote better overall health and life satisfaction for the individual. The office is located at 117 E 5th Ave in Washburn, Wisconsin. Forty-three participants were served in 2021. Six participants were children. There were twenty-three admissions and eleven discharges in 2021.

Staff includes a part-time Administrator, part-time Service Director, full-time CCSS Supervisor/Mental Health Professional/Psychotherapist and two full-time Service Facilitators. The Administrator and Service Director are shared staff with the Ashland Comprehensive Community Services program.

Participants were served by eight Service Array Providers including peer specialists, parent peer specialists, employment specialists and in-home/community skill building specialists. We contracted with twenty people to provide psychotherapy and five to provide adult mental health day treatment. The program also supported a Master's level intern from St. Scholastica.

The individuals served by the program in 2021 have been given the diagnosis of the following substance use and mental illness disorders:

Substance use or Mental Illness	Total	Substance use or Mental Illness	Total
Schizophrenia Disorder	4	Major Depressive Disorder	12
Schizoaffective Disorder	5	Bipolar Disorder	15
Delusional Disorder	1	Unspecified Mood Disorder	3
		Posttraumatic Stress Disorder	17
Alcohol Dependence	10	Anxiety Disorder	15
Opioid use	2	Social Phobia	2

Methamphetamine Use	0	Personality Disorders	3
Cannabis Use	2		
Other Substance Use or Dependence	3	Attention Deficit and Hyperactivity Disorder	13
Nicotine Dependence	2	Adjustment Disorder	2

DISCUSSION OF PROGRAM OUTCOMES TARGETED IN THE CCS OUTCOME EVALUATION PLAN

I. THE TREATMENT/ REHABILITATION PROCESS WILL BE PARTICIPANT AND/OR GUARDIAN DIRECTED AND CONSIST OF A PARTICIPANT/GUARDIAN/ STAFF PARTNERSHIP

Rationale:

Mental Health Participant and Guardian activists in the national “Recovery” movement point out that recovery only occurs when Participants *believe* they can get better and work in partnership with mental health treatment providers to make it happen. They measure Participant and/or Guardian satisfaction by the extent to which there is genuine Participant, Guardian and staff collaboration in the planning and implementation of the treatment process.

CCS makes an effort to establish partnerships with CCS Participant and/or Guardians in the following ways:

- **People receive factual information about their illness.** This helps people strip away some of the mythology and stigmatizing baggage connected with a mental illness diagnosis. It also offers people hope that they can make a good life for themselves despite their illness. It provides them with tools to begin to identify and track their symptoms, take ownership over their daily health routine, and design their own plans for any psychiatric crisis intervention.
- **Share available treatment options.** CCS aims to assist people to select and individualize the array of supports they need to experience stable health, achieve education and employment goals, enjoy good relationships with friends and family, and experience greater personal fulfillment.
- **Work jointly to develop a Recovery Team and Service Plan.** Recovery planning is a several stage process. It begins with the Service Facilitator formally or informally meeting with a CCS Participant and/or Guardian and identifying what steps can be taken in the next six months toward meeting the Participants goal for their life and who they would like to support them. Participant and/or Guardians are invited to involve their family members or other allies in this process.

To measure Participant and Guardian participation and ownership of their mental health treatment Bayfield County CCS program utilizes these indicators:

Participant and/or Guardian participation in formulation of the Service Plan (Target: 100%)

Service Facilitators actively engage CCS Participant and/or Guardians in the formulation of their Service Plan. Service Facilitators report that forty individuals participated in the formulation of service plans. Two Participants and/or Guardians did not engage in the service planning process in the first thirty days. One Participant and/or Guardian decided they did not want services in the

service planning process in the first thirty days. All of these Participants discharged before the Service Plan was due.

Service Plans read and signed by Participant and/or Guardians. (Target: 100%)

Three Participants were discharged before the Service Plan was due. One hundred percent of the remaining forty CCS Participants or guardians signed Service Plans.

Informed Consents for Treatment (Target: 100%)

Upon admission to CCS, all Participant and/or Guardians are required to sign a CCS Admission Agreement and Informed Consent for Treatment, HIPPA Participant Privacy Rights Policy and given both a written and verbal explanation of Wisconsin’s Client Rights. As part of their annual service planning process, all CCS Participant and Guardians are also asked to sign an updated Informed Consent for Treatment and receive another explanation of their Client Rights.

One hundred percent (one hundred fifty-nine) of CCS Participants and/or Guardians signed the informed consents for treatment.

II. PARTICIPANTS WILL RECEIVE APPROPRIATE PSYCHIATRIC CARE

Rationale:

Early treatment increases the chance of a successful recovery.

We measure the number of Participants receiving inpatient psychiatric or substance abuse care over time:

Percentage of people requiring inpatient psychiatric hospitalization, substance abuse inpatient hospitalization, residential treatment (15% or less of people in program longer than 12 months. 35% or less of people in program 1-12 months.)

Fourteen CCS Participants were hospitalized for inpatient psychiatric hospitalization, substance abuse inpatient hospitalization or residential treatment in 2021. Seven individuals of twenty-seven individuals in the CCS program less than 12 months (twenty-six percent) are CCS Participants who have been hospitalized or in residential treatment in 2021. Seven individuals of sixteen individuals in the program longer than 12 months (forty-four percent) are CCS Participants who were hospitalized or in residential treatment in 2021.

III. QUALITY OF LIFE - PARTICIPANT/GUARDIAN PERSPECTIVE

Completion of a Mental Health Statistical Improvement Program (MHSIP – Adult, Family and Youth Scales) satisfaction surveys. (Target: 50% return rate from Participants and/or families and a 51% satisfaction rate)

The satisfaction surveys were given to eligible Participant or Guardians (for participants who received services for at least the past six months) during the months of November and December 2021 with a letter of explanation and an envelope to return the completed survey confidentially to the CCS Administrator. For each survey completed, the Participant or Guardian was given a \$5 gift card to Wal-Mart or Hansen’s IGA. The surveys were hand delivered by Service Facilitators and Service Facilitators gave several verbal reminders to CCS Participants or Guardians who had not completed a survey timely.

Thirteen MHSIP – Adult Scale surveys were returned of sixteen surveys given to eligible Participant or Guardians (eighty-one percent). Three MHSIP – Youth surveys were sent out and two were returned (sixty-seven percent). One CCS Participant/Guardian was eligible for the MHSIP – Family survey. Because of the confidential nature of the survey, this survey was not sent out. The general satisfaction score for the MHSIP – Adult Scale and the MHSIP – Youth Scale was one hundred percent.

CCS Participants and Guardians are empowered to actively participate on the Coordination Committee. No less than one-third of the membership of the Coordination Committee is CCS Participants or Guardians.

Bayfield CCS Coordination Committee had three Bayfield County CCS Participant. That includes the Coordination Committee at-large member. Total committee membership is six individuals.

**Ashland County Comprehensive Community Support
 Bayfield County Comprehensive Community Support
 Coordination Committee Program Report
 July 2022**

Enrollment:

Ashland													
	June	May	April	March	2022 1 st Qtr	2021 1 st Qtr	2021 2 nd Qtr	2021 3 rd Qtr	2021 4 th Qtr	2020 1 st Qtr	2020 2 nd Qtr	2020 3 rd Qtr	2020 4 th Qtr
Total	37	40	38	44	55	87	74	77	65	111	83	90	74
# of Children	3	2	1	1	1	11	12	7	4	18	13	13	10
Intakes	2	7	1	4	9	26	20	19	16	34	16	19	11
Discharges	5	5	7	5	11	16	23	28	19	41	18	24	23
Referrals Closed	8	3	6	8	15	6	18	11	14	6	10	13	7
Referrals Pending	6	8	5	7	7	7	5	4	9	10	7	10	6
Referrals Received	7	15	4	9	21	28	35	27	29	45	26	26	18
Inquiries Pending	6	4	2	5									

Bayfield													
	June	May	April	March	2022 1 st Qtr	2021 1 st Qtr	2021 2 nd Qtr	2021 3 rd Qtr	2021 4 th Qtr	2020 1 st Qtr	2020 2 nd Qtr	2020 3 rd Qtr	2020 4 th Qtr
Total	44	41	41	42	46	23	30	30	37	29	21	24	23
# of Children	8	8	7	7	8	4	5	5	4	6	4	6	3
Intakes	3	2	2	5	15	3	7	4	9	5	0	3	3
Discharges	0	2	3	1	4	0	4	2	6	6	0	4	3
Referrals Closed	2	2	1	0	3	4	2	4	2	3	9	5	0
Referrals Pending	4	2	3	5	5	1	3	1	11	7	5	1	5
Referrals Received	7	2	3	4	11	1	9	5	19	12	6	5	4
Inquiries Pending	1	1	0	0									

Staffing:

- BCCS Service Facilitator, Vanessa Sowl began May 16, 2022.
- Nancy Scott, RN retired 6-8-22.

Provider Network:

- Innovative Wisconsin is restructuring after not being able to hire to replace staff who resigned. They are no longer providing services.
- North Country Independent Living Center has hired another Certified Peer Specialist. They are advertising for another skill building position.
- Brigid Ripley providing equine-assisted learning out of her ranch in Iron River.
- Liz Kallio providing substance abuse assessments for BCCS.
- DeAna Nelson, Beautifully Broken Refuge Ranch, to begin providing Dialectical Behavioral Therapy group.
- Worked with six different agencies who are providing CCS services in other counties to expand into Ashland and Bayfield counties.

Marketing and Outreach:

- Tom is connecting with law enforcement/sheriff/treatment court/criminal justice in Bayfield County
- Wellness Court (Ashland County)
- Community Provider Meeting
- CA:tCH (Chequamegon Accountable: the Community of Health) – safety plans
- Northwest Wisconsin Community Service Agency, Inc. – homeless shelter in Ashland
- Birch House Sober House
- Ashland School District
- Ashland Homeless Shelter

Other Items:

- Working on identifying replacement for current Management Information System
- 2022 CCS Statewide Meeting is Aug 16, 2022 from 9 to 4. It will be held virtually. Agenda is attached. (Handout 21). Link to registration <https://www.wicollaborative.org/state-meetings.html>. Focus on families and youth.
- Exit Interview developed and implemented. (Handout 22).
- Coordination Committee document is being given to participants at intake and annually. See attached. (Handout 23).

**Comprehensive Community Services (CCS) / Coordinated Services Teams (CST)
Statewide Meeting**

Coordinating Committees – Engaging Parents and Youth

Tuesday, August 16, 2022

9:00 a.m. to 4:00 p.m.

To be held virtually via Zoom

(Registrants will receive access information via email on 8/15/22)

9:00 – 9:10	Welcome and housekeeping <i>DHS and White Pine Consulting Staff</i>
9:10 – 9:45	Children’s System of Care Update <i>Kenya Bright</i> <i>Jason Cram</i>
9:45 – 11:00	Barriers and Solutions: A Study <i>Robyn Hardt-Schultz</i>
11:00 – 11:15	Break
11:15 – 12:15	Youth Panel <i>Moderated by Andrea Turtenwald</i>
12:15 – 1:15	Lunch Break
1:15 – 2:15	Parent Panel <i>Moderated by Carmella Glenn</i>
2:15 – 2:30	Break
2:30 – 3:45	Creating Safe Spaces for Meaningful Parent and Youth Involvement <i>Jessica Barrickman</i>
4:00	End of Meeting

Exit Interview Questions

- 1) The reason I am leaving CCS is the follow (circle all the apply):
- a. I feel I am doing better and do not need CCS any more
 - b. I have decided to withdraw due to meeting the requirements of commitment or probation
 - c. I felt the services I needed/wanted were not able to be provided in the program
 - d. I did not feel the services offered to me met my needs
 - e. I lost my supports that were being provided
 - f. I moved out of the area
 - g. I was incarcerated
 - h. I did not feel connected to my team or services
 - i. My goals changed and were no longer compatible with CCS
 - j. I needed more long term services from a long term care program like Inclusa or Iris
 - k. I entered nursing home or institutional care
 - l. Other: _____

2) For any of the following services you had in CCS please rate your satisfaction with those services (1 is not at all satisfied and 5 is very satisfied):

Provider	n/a	1	2	3	4	5
a. Service Facilitator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Substance Abuse Professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Screener	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Peer Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Service Array Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Additional Comments:						

3) Additional comments or things you would like us to know:

COMPREHENSIVE COMMUNITY SERVICES COORDINATION COMMITTEE

The Coordination Committee is an advisory committee which serves Ashland and Bayfield Counties and assists in the development and quality assurance of the Comprehensive Community Services (CCS) program.

The Committee is made up of:

- *Ashland CCS Participants*
- *Parents/Guardians of CCS Participants*
- *Community mental health or substance abuse advocates*
- *Interested local county citizens*

The Committee represents you! If you want to talk to someone on the committee about ways of improving the CCS program, please call 715-682-7171 X1028. Someone will reach out to you shortly.

If you are interested in serving on the Committee, contact the CCS Administrator at 715-682-7171 X1028.



