

2019-2020 Update



# WESTERN REGION Recovery & Wellness Consortium

## CORE PARTNERS

Buffalo | Chippewa | Pepin

## COMPREHENSIVE COMMUNITY SERVICES (CCS) PARTNERS

Buffalo | Burnett | Chippewa | Dunn | Pepin  
Pierce | Polk | Rusk | Washburn

---

***Mission: Provide accessible, meaningful, high quality mental health and substance abuse services to individuals and families.***

***Vision: Inspire hope, recovery, independence, and community wellness.***

***Values: Collaboration, Person/Family Centered, Recovery Orientated, Effective Leadership***

## **Message from the Recovery & Wellness Consortium**

### **Operations Administrator, Jessica Barrickman, CSW, MSW**

2019 was the kick off to our 3-year strategic plan and what a great start we had. This was a year of “setting the table” if you will. Getting the infrastructure we needed to launch some major projects as well as meet the current immediate needs of the consortium. First, we were able to expand our Quality Assurance support by contracting with Aurora and a team of 4 individuals that would help guide our quality assurance needs. They have done an excellent job providing QA guidance on submitting MA billable notes in a way supportive and collaborative manner. Prior to this contact our partner counties were doing these tasks on their own along with the Lead County fiscal team. This contract alleviated this time from those areas in order to focus on other CCS needs.

Then an additional full-time employee was brought on within the Lead County fiscal team to help support the growing needs of the consortium. As the number of individuals we serve grows along with our contracted providers this is an area that we will need to continue to monitor capacity and growth needs.

The RWC hired a full time Information Technology Specialist (IT) person to support the consortium’s technology needs. From day to day tech support with staff logins and AVATAR corrections to the need to redesign our Virtual Private Network (VPN) system as well as rebuild our AVATAR Electronic Health Record system. We were lucky enough to find someone very interested in working for us that had experience in building and maintaining AVATAR, as well as SharePoint (the system we would replace the VPN with)!! Andrea fit right into the team and began getting us launched in a positive direction with rolling out SharePoint!

The RWC also hired a full-time consortia wide Clinician, Rachel Kilde, who came to us with existing experience within CCS and a fantastic person centered clinical approach. This position will allow us to provide the clinical support needed to the consortium as a whole through training (both small group and consortium wide) and clinical collaboration with supporting both consumers and teams navigating the recovery journey.

Then 2020 hit...a global pandemic none of us predicted. Through challenges, sickness and uncertainties the RWC rallied! Providers stepped up strong, ready to serve individuals in a way they never had before...virtually. The transition was not easy, but they made it happen and they made it happen fast! The CCS Coordinating Committee and Leadership Team came together quickly to develop a plan on how to continue services consortium wide in a way that would support both mental and physical health. It was not perfect, we were all learning and had no idea how long this pandemic would last (certainly no one thought over a year). The Coordinating and Leadership teams met together at first every other week to review and discuss challenges, barriers and how to continue moving forward. After the first few months and the realization that this pandemic was not going away any time soon they switch to monthly meetings and continue to do so.

I am proud to serve within the RWC. I am proud of the team we have. I am proud of the perseverance, humility and love that each and every person that is a part of the RWC holds. Together we will continue to serve and navigate reopening eventually to what we will call our “new normal”.

We look forward to 2021 as a year of continued pandemic navigation as well as a year to keep moving forward even in the midst of COVID-19. 2020 many of our strategic goals had to be put on hold, but we are ready to move forward, stronger...and together!

Jessica Barrickman, RWC Operations Administrator

A time of growth, pandemic and uncharted waters – together we will persevere  
2019-2021 Strategic Plan Well Under Way!

The Recovery & Wellness Consortium began the 2019-2021 Strategic Planning process in September 2018 by conducting a thorough assessment, analysis, and information gathering process. There was a strong focus on gaining feedback from all RWC stakeholders in efforts to develop a plan that was meaningful, fact based, data driven, and most importantly consumer focused.

### **2019-2021 Strategic Plan Update**

1. Access to Timely Services
2. Training and Resources
3. Strong Infrastructure
4. Access to Psychiatry
5. Engaged Committees

#### **Access to Timely Services**

- Waitlist 2018: 372
- Waitlist today: 40
- Added 15 full time equivalent Services Facilitators
- Looking forward
  - Growth = Looking at structural changes need (clinical support, provider support)
  - How to be proactive, not reactive (Goal: moving towards zero waitlist...permanently)

#### **Training and Resources**

- Hired full time consortium wide clinician
- 2021 Training Plan
  - Added Service Facilitator Chats
  - Added Provider Chats
- Monthly 1 hours training: focus on both traditional and non-traditional services
- Full day Conference
- Looking forward to 2022 and beyond: Wrap Around

## **2019-2021 Strategic Plan Continued**

### **Strong Infrastructure**

- Hired a full time IT person
- Hired a full time Consortium Clinician
- SharePoint was built to replace the VPN, 2021 counties and providers will be trained and it will be launched!!
- Quality Assurance team, 4 FTE contracted through Aurora, has helped to move providers into better compliance.

### **Access to Psychiatry**

- Currently assessing need and options
- Psychiatry work group for western region

### **Engaged Committees**

- Each committee did their own Strategic Planning
- CCS Coordinating Committee and Leadership led Covid response planning
- Consumer Advocate Committee continues to grow and expand membership
- Core Coordinating Committee redefined their focus to CST and now also has sub committees

### **Final Year of Strategic Plan: 2021**

---

- Dive deeper into access to Psychiatry goal
- Refocus committees that were placed on hold due to covid
- Train all counties and providers on SharePoint and Go Live!
- Continue to look at Lead County Fiscal capacity and growth needs
- Utilize Mapping system within SharePoint to evaluate unmet service needs and potential oversaturation areas ensuring consumers have access to services in within their communities
- Establish Consumer Advocate Committee membership representing all 9 counties
- Begin 2022-2024 Strategic Planning Process

## Growing Partners

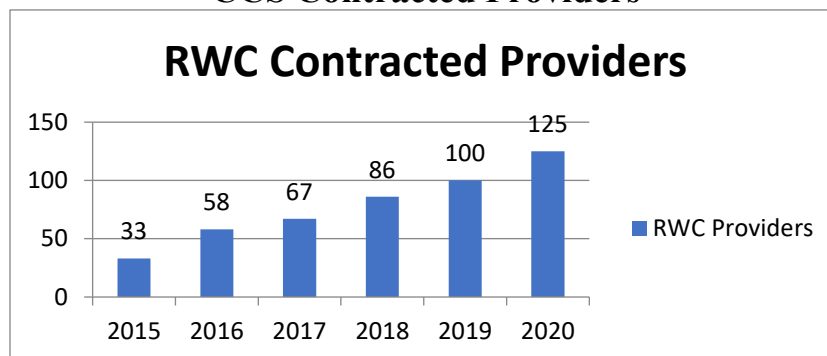
### The Addition of Burnett County

On January 1, 2020 Burnett County joined the RWC and brought CCS to their community for the first time ever! What a year to establish a new program, just weeks after starting CCS Covid-19 hit. Burnett persevered, their team continued to move forward with the CCS expansion and they did so in an unprecedented way! They quickly began enrolling individuals into CCS, they worked closely with the Lead County and Washburn as a neighboring county to navigate the incredible CCS learning curve. BY the end of 2020 Burnett was successfully serving 32 individuals through CCS! As a consortium we are proud of our new partners and together continue to navigate the trying times of the pandemic.



---

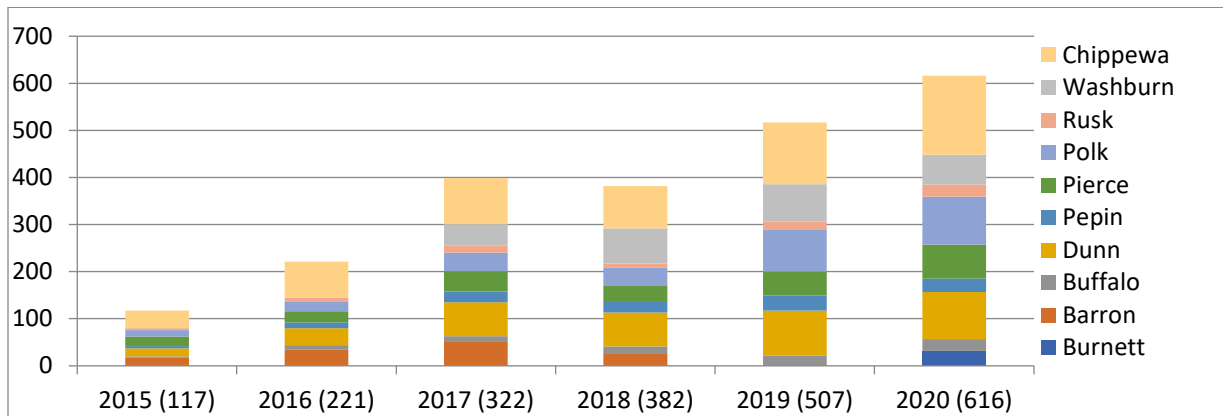
## CCS Contracted Providers



## RWC CCS Waitlist Elimination Update

Full Time CCS Case Load = approx. 17 consumers  This is an addition of approx. 15 full time positions throughout 9 counties in 2 years!!	June 2018 CCS Waitlist	Current Waitlist
Buffalo	12	0
Burnett	NA	0
Chippewa	133	14
Dunn	73	7
Pepin	0	0
Pierce	70	16
Polk	71	3
Rusk	3	0
Washburn	10	0
<b>Total</b>	<b>372</b>	<b>40</b>

## CCS Growth



Full Time CCS Case Load = approx. 17 consumers

This is an addition of approx. 15 full time positions throughout 9 counties in 2 years!!

**RWC Core County and Services**  
**Buffalo - Pepin - Chippewa**

**Core Services Overall Goals**

1. Improve overall quality of care
2. Maximize access to a core benefit of services regardless of geographical location
3. Increase efficient use of mental health and substance abuse resources
4. Increase meaningful participation of people with mental health and substance abuse challenges in the planning and implementation of an effective community-based and recovery-oriented service model.

**RWC Core Services**

The RWC Regionalization Project represents a joint effort between Buffalo, Chippewa, and Pepin counties. This consortium ensures the availability of core mental health and substance abuse services across the three-county region.

**Coordinated Services Teams (CST):** The Core Coordinating Committee underwent a significant change as they navigated their strategic planning process. As a committee they decided to focus their efforts solely on CST, rather than have little impact on a lot of programs. They were in process of holding community events to build awareness around CST and youth mental health in general however the pandemic put these efforts on hold.

**Community Support Program (CSP):** CSP provides intensive community-based support services for individuals who have a severe and persistent mental illness and are living in the community. The CSP team provides coordinated care and intensive, accessible, community-based mental health treatment, and psycho-social rehabilitative services. CSP is designed to “wrap” services around the individual.

**Emergency Mental Health Services (crisis)**

Emergency Mental Health Services (crisis) are available twenty-four hours a day, seven days a week. These services may be provided to a person in a mental health crisis or in a situation that is likely to develop into a crisis if supports are not provided. Services provided include telephone, mobile, follow-up and linkage, as well as optional stabilization.

The RWC is working with the Consumer Advocate Committee to review practices around gathering consumer feedback and engagement in program development. The manager team has been meeting routinely with the Consumer Advocate Committee to navigate these changes in the most person centered way possible.