



WESTERN REGION Recovery & Wellness Consortium

2024 Performance Report

COMPREHENSIVE COMMUNITY SERVICES (CCS) PARTNERS

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

CORE PARTNERS

Buffalo - Chippewa - Pepin

Core Shared Services: CSP, Emergency Mental Health, CSP, CRS

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 Oriented, Effective Leadership



Message from Jess Buckli

Western Region Recovery and Wellness Consortium Operations Manager

2024 was a year of big changes, transitions and growth. WRRWC has always been a model for programs within the region. I was honored to join this amazing team in January of this year. I have learned a lot about the current systems and operations within WRRWC over the last few months. I have enjoyed the in-person meetings with member county teams, connecting with various members of leadership, PLEX and the Coordinating Committee. I have appreciated learning the inner workings of the many systems within our system and the ideas and feedback that have been shared for future planning/system improvements. This team is made up of very knowledgeable, skilled, passionate (and compassionate), person-centered, and recovery-focused individuals. Everyone is doing amazing work, and it shows!

Achievements/Successes for 2024

The Lead Agency was excited to add two new positions in 2024. An Administrative Assistant and a Contracts Management & Provider Relations Coordinator. These new positions have allowed for increased program support for program staff and providers. Processes have been implemented to have more streamlined communication within the program, and increased provider support during the initial onboarding, contracting and contract renewal process.

WRRWC implemented the Wisconsin Wraparound Model of System Care. Wisconsin's system of care is a way of helping children, youth, their families/caregivers, and adults receive the right help, at the right time, in the right amount by connecting and coordinating the work of:

- Individuals, Families/Caregivers, Youth, and Advocates
- Counties, Tribes, and Coordinating Committees
- Care providers (physical health, mental health, education)
- Health plans and coverage
- Child-serving and adult-serving agencies
- Officials who influence or make acts, laws, or rules
- All the participants focus on community-based and culturally responsive services while prioritizing and intentionally eliciting individual, family and youth voice and choice.

WRRWC launched new policy and procedures to support provision of quality services to consumers, ensure state requirements were being met and to support good stewardship of Medicaid dollars. Some of these policies and procedures include a Provider Travel Policy, Provider Incident Reporting Procedure and the Clean Claim Policy.

The "Clean Claim" initiative was implemented the end of 2023, to ensure state requirements were being met before paying providers. There was a drastic improvement in providers uploading their training and certification documents as required. The total number of payments withheld started at \$100,501.04 in December 2023 and decreased to \$1,078.15 by December 2024.

In 2024 WRRWC across the nine counties served a combined total of 771 adults and children. WRRWC also contracted with 102 Service Providers across the nine counties, and Medicaid reimbursed providers \$16,818,485.57 for costs of services.

Challenges for 2024

The WRRWC experienced several changes in leadership in 2024. The Lead Agency Operations Administrator position was vacant twice. The Lead Agency Director and other Director and Manager positions within member counties also had vacancies.

WRRWC identified the continued need to improve quality assurance and fiscal systems. Initial conversations began at Leadership meetings starting in December 2023. Needs discussed were goal progress/outcome tracking via other assessment methods and more efficient ways to bill and mitigate risk for error with Medicaid for provider billing. The current process requires many steps and is time consuming. Super Users were assigned from each county to work with Joxel, IT and Lead County Agency, to support the creation of new processes, provide feedback for proposed process changes and test the new forms. This project has taken longer to complete what was initially anticipated. Continued work is being done to upgrade WRRWC's current electronic health record system (AVATAR). Full implementation will occur fall 2025.

To address challenges identified by program staff, a Score Card Project was conducted, which involved participation by providers, member counties, fiscal and quality assurance staff. The outcome of this project did result in some provider contracts ending. Overall, this project allowed the team to identify which providers needed more support with meeting program requirements in addition to those who were contracted but no longer providing services.

The consortium continues to experience a shortage of clinicians and mental health providers. This has resulted in some counties needing to utilize providers outside of their typical geographical area, or consumers being waitlisted for psychotherapy services. The WRRWC continues to seek additional psychotherapy providers.

2025-2027 Strategic Planning will be soon underway. As we move into the coming year, we hope to slow things down, listen and respond to feedback, while continuing to fine tune our processes. We appreciate the collaborative work of this consortium to support the WRRWC's visions of achieving hope, recovery and community wellness.

Sincerely,
Jess Buckli



Who Are We and What Do We Do?

Lead County Agency

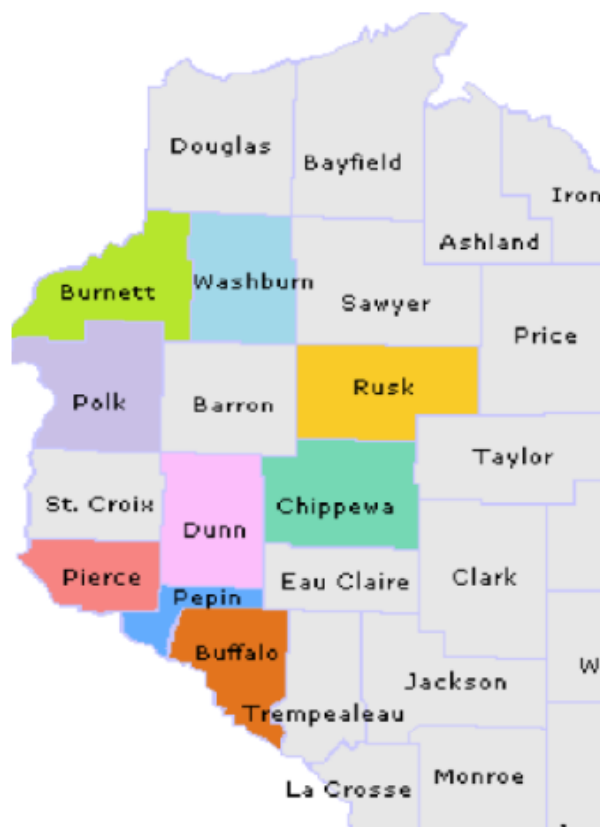
The Western Region Recovery & Wellness Consortium (WRRWC) is a nine-county consortium that provides Comprehensive Community Services (CCS).

The WRRWC is comprised of Buffalo, Burnett, Chippewa, Dunn, Pepin, Pierce, Polk, Rusk, and Washburn Counties. Chippewa County is the Lead County Agency which supports the overall program operations, fiscal and quality assurance/quality improvement processes for the consortium.

Chippewa County also is a part of a collaborative partnership with Buffalo and Pepin Counties for the provision of Crisis, Community Support (CSP), Community Recovery Services (CRS) and Coordinated Services Teams (CST) Program Services. This relationship allows citizens in Buffalo and Pepin Counties to have access to these certified Medicaid and grant funded programs.

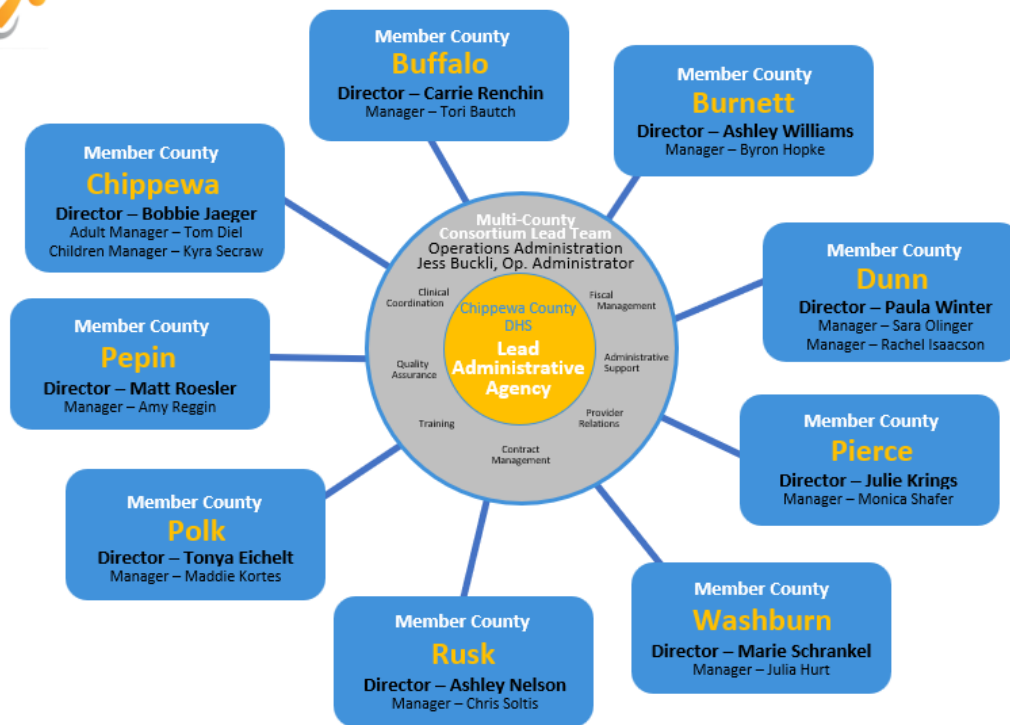
What is CCS?

Comprehensive Community Services (CCS) is a voluntary, state Medicaid-funded program directed under the DHS 36 Wis. Admin Code, which defines what services are CCS appropriate and outlines the rules and regulations required for service reimbursement. CCS is a recovery-focused, integrated behavioral health program for adults and children with mental health and/or substance use conditions. CCS provides a coordinated and comprehensive array of psychosocial rehabilitation services (designed to facilitate recovery by achieving the highest possible level of functioning, stability, and independence) which is authorized by a mental health and/or substance use professional. Coordinated efforts include utilizing professional, community, and natural supports to address consumer's needs. The program is person and/or family-centered and uses a consumer directed approach to recovery services. Each CCS consortium in the state of Wisconsin is led by a CCS Coordinating Committee that provides oversight and direction to the program. The Coordinating Committee has representation from consumers and their family members, individuals with lived experience, county personnel, community members, and service providers. Their role is to give service recipients a voice by providing input in the development of policies, procedures, and quality assurance.



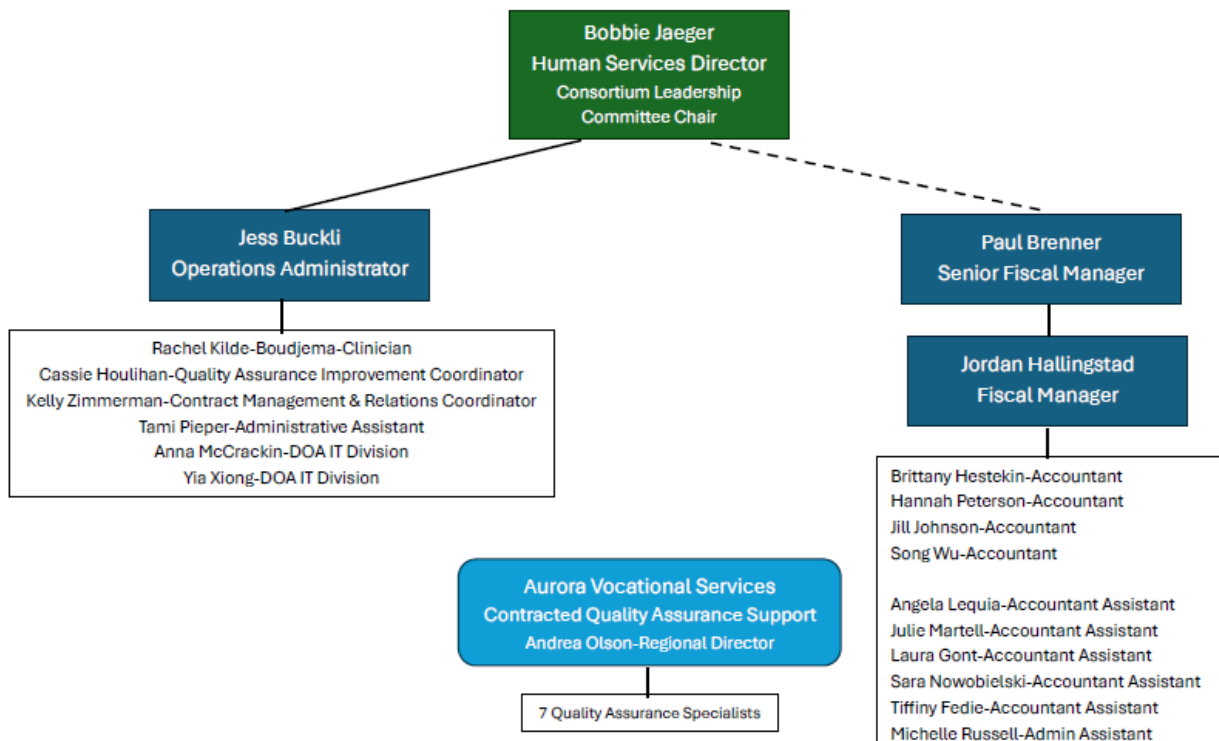


Western Region Recovery and Wellness Consortium Organizational Chart – Hub and Spoke Model



Western Region Recovery & Wellness Consortium (WRRWC)

Lead County Agency



Meet the WRRWC



Lead Agency Team:

Back Row, L to R: Yia Xiong, Jordan Hallingstad, Rachel Kilde-Boudjema, Kelly Zimmerman, Jess Buckli Front Row, L to R: Anna McCrackin, Tami Pieper, Cassie Houlihan



Quality Assurance — Aurora Team:

L to R: Brett Mesner-Nayes, Carly Nelson, Carli Stevens, Tony Mesner-Nayes, Andrea Olson, Jacob Beardsley. Missing from picture: Jessica Gossen



Fiscal Team:

Back Row: Brittany Hestekin, Hannah Peterson, Tiffany Fedie, Sarah Nowobielski, Julie Martell, Angel Lequia, Jordan Hallingstad, Paul Brenner

Front Row: Song Wu, Laura Gont, Jill Johnson

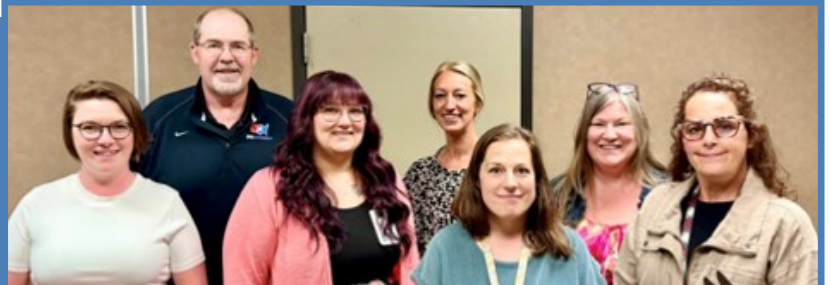


WRRWC County Partners



Buffalo
County

Burnett
County



↑
Chippewa
County
Adults

Chippewa County Children ↓



Dunn County





Pepin
County



Pierce
County



Polk
County



Rusk
County



Washburn
County



People With Lived Experience (PLEX)

In 2021 workgroup name was changed from the Consumer Advocate Group to PLEX. We felt that this better described the culture of the individuals that take part in this group. PLEX is an important leader for the Coordinating Committee, providing the perspective and voice of how individuals receiving services and their families may be affected by the CCS program.

PLEX was part of the Wraparound rollout for the RWC. An individual from PLEX was part of the training reviews, edits, and meetings when we were collaborating with White Pine. This PLEX member was also part of the NTTAC (National Training & Technical Assistance Center) panel. Having this experience brought a wonderful perspective to this project. PLEX recorded voices of lived experiences that were able to be woven into the Wraparound trainings.

PLEX created a video with stories provided by PLEX members that had experiences related to receiving emergency services. This recording was made with an EMS (Emergency Medical Services) instructor at CVTC and is used in their EMS training to help workers understand mental health and substance use.

PLEX members worked with DHS educations and IMDs on the Exploration Matters Event using the Hexagon tool. They also spoke at the Children Come First Conference, where they shared the work that they do as PLEX to encourage the growth of PLEX to other counties and regions in Wisconsin.



PLEX Committee Members
(Holiday Card-Making)

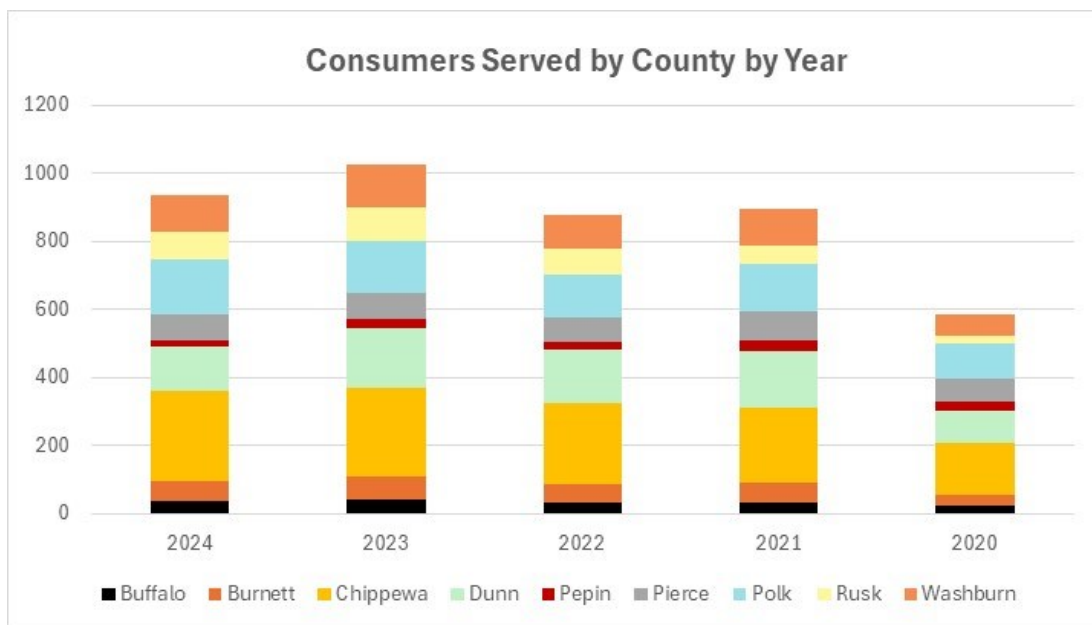
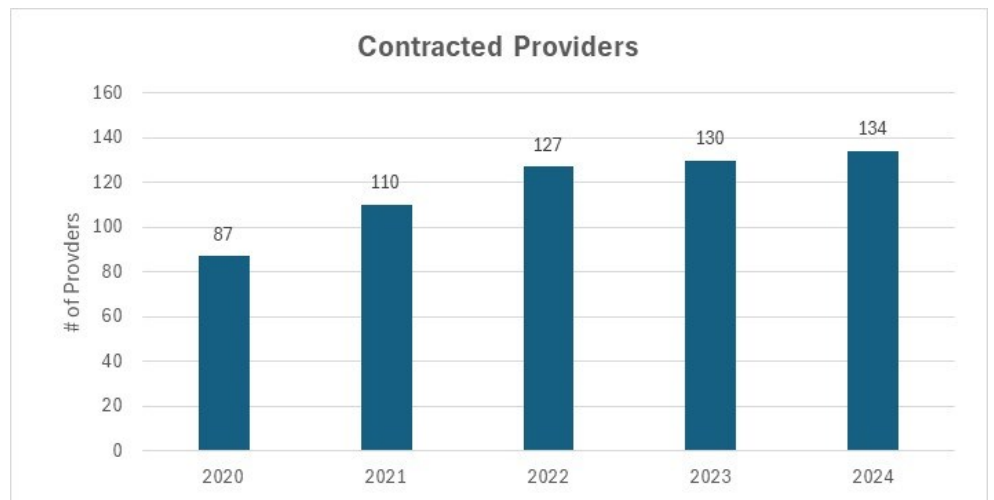
Each person in our group has unique experiences which enriches each of us and in turn enriches the RWC when we are included in meetings and workgroup. One of our goals in 2025 has been to have two (or more) representatives from each of the 9 RWC counties as part of PLEX. We have been able to add three new PLEX members so far this year.

We not only bring our lived experiences of mental health and or substance recovery, we also bring our experiences of advocacy to the RWC. Many of us utilize our passions in the community to advocate by being part of change projects. Some of the projects our PLEX members have connections to include suicide prevention committees, advocating to public officials, creating holiday cards for people in placement, peer run respite, peer run recovery center, various mental health and substance recovery boards, and so many more projects in our communities.

PLEX is a welcoming group, and we invite anyone with lived experience to be part of our amazing group. Individuals can still be receiving services and be part of PLEX, if you know of someone that would be a good fit please reach out to the rwcsupport@chippewacountywi.gov to get them connected.



Waitlist Elimination Data		
	Consumers Served	Wait List
2018	343	372
2019	507	160
2020	616	40
2021	673	50
2022	730	62
2023	767	82
2024	771	26



A Shift to Wraparound . . .

The RWC connected with the State of Wisconsin and White Pine to adapt the Wraparound process to reach across all ages, as it was originally designed to work with youth and families. In 2022 all of the counties completed a Wraparound assessment to prepare for this shift. The RWC utilized the data gathered from the assessments to write trainings based upon the needs that were identified.

Wraparound Champions were identified by counties, providers, and PLEX. The champions worked together along with mentorship from White

Pine to modify the Wraparound training to meet the RWC needs. Language was shifted to across the lifespan (rather than youth and family) and to represent words that are utilized by the RWC. Training plans were created for 2024 and the White Pine mentor attended the trainings to assist in capturing content. All of the 9 counties and provider were trained in 2024 and plans have been created for ongoing trainings for new employees. Discussions from trainings have shifted to discussing sustainability and ongoing support to help with this process shift.



Through the Years

2005 A group of four western region counties began designing a multi-county mental health and substance abuse collaborative approach to service provision. Crisis services were the focus.

2009 A group of seven western region counties continued to process of identifying regional service gaps and began working on a plan to address crisis services across the lifespan. The Western Region Recovery & Wellness Consortium (WRRWC) was formed, consisting of Buffalo, Chippewa, Dunn, Eau Claire, Pepin, and Pierce counties.

2014 WRRWC planned for the implementation of Core Mental Health and Substance Abuse Services (Buffalo, Chippewa, and Pepin), while simultaneously creating an eight-county region for Comprehensive Community Services in Barron, Buffalo, Chippewa, Dunn, Pepin, Pierce, Polk, and Rusk counties). This is the largest Comprehensive Community Services (CCS) region in the State of Wisconsin.

2015 WRRWC changed our name, by request of our partners to the Recovery & Wellness Consortium (RWC). Core Mental Health and Substance Abuse Services were implemented within Buffalo, Chippewa, and Pepin counties. Comprehensive Community Services was implemented within Barron, Buffalo, Chippewa, Dunn, Pepin, Pierce, Polk, and Rusk counties.

2017 RWC expanded with the addition of Washburn County and with each passing year CCS and the Core Mental Health and Substance Abuse Services are able to serve a rapidly increasing number of individuals to find success on their recovery journey.

2019 Barron County left consortium. RWC contracted quality assurance services through Aurora. With the growth of the RWC and EHR needs, IT services were added. The VPN system shifted to SharePoint.

2020 RWC expanded with the addition of Burnett County. Lead Clinician position was added. Billable telehealth services were made possible due to the pandemic. Added an IT Application Analyst position dedicated to supporting RWC.

2022 IT Support Analyst position was added.

2023 Began planting seeds and laying the foundation implement Wraparound Fundamentals.

2024 Added two new positions - an Administrative Assistant and Contracts Management/Provider Relations Coordinator. Collaboratively implemented the Wisconsin Wraparound Model of System Care. Trained 632 partners, county and provider staff. Clean Claim process implemented. Monthly denials decreased from \$100,501 in December 2023 to \$1,078 by end of December 2024. Conducted Provider Network Evaluation took place.

Impact of Clean Claim Policy

The OIG audit we completed in 2023 for 2021 claims revealed many providers did not have their DHS 36 required certification documents on file. We began communicating this policy and implementing it January 1, 2024, impacting December 2023 claims and after.

At first, many providers still did not have their certification documents on file and/or uploaded their service notes, invoices, and related revisions late, resulting in \$100,501 worth of claims failing the first month. Our providers did an awesome job submitting their certification documents and uploading their service notes and invoices timely, resulting in few claims being denied each month. By December 2024, only \$1,078 were denied due to the clean claim policy.



2024 Memories

Learn



Collaborate



Rejuvenate



Team Building



Network



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o
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