

Mission Statement
Mental Health Recovery Services
of La Crosse County

Collaborating with the community to ensure
a continuum of effective Recovery orientated mental
health services for La Crosse County residents.

Matthew Strittmater, Manager



Mental Health
Recovery Services

300 fourth street north . La Crosse WI 54601

We often hear about changing lives in Human Services. Bill is a living example of this transformation. Bill had been living in the woods behind a grocery store when winter was approaching. He came to us at the CARE Center, frightened and paranoid. Bill was stabilized at the CARE Center with medication started by our county prescriber. He was referred to Carding Bridges with Independent Living Resources who assisted him in filling out a TIBRA (Transitional Housing to Prevent Homelessness) housing application. Bill also received therapy to address some of the destructive patterns in his life.

Over the past winter, Bill did receive his TIBRA housing. With TIBRA and his medication, he has grown in many areas. Bill has reconnected with his family, including his son. He is beginning to make music again and is stable on his psychiatric medication. He is still waiting for his disability determination and is working with a social worker in the Aging and Disability Resource Center of Western WI. He continues to come to the county and meet with his counselor and receives medication through our patient assistance program. With his start at the CARE Center and connection with needed services, Bill's life is profoundly improved today.

The Mental Health Recovery Services section is responsible for the planning, implementation, and coordination of a comprehensive array of services for persons with mental illness. In some instances these are provided by agency staff, but the majority of services are provided via contracts with a number of community agencies, such as hospitals, sheltered workshops, rehabilitation agencies, and private counseling agencies. The section also collaborates with other sections in the provision of protective services to adults who are elderly or disabled.



In both programmatic and client specific issues we utilize Recovery oriented philosophy to guide our thinking. This includes an emphasis on community versus institutional services, care and treatment in the least restrictive setting, early identification and crisis intervention, consumer empowerment, and the right of persons with disabilities to live a life experience fully integrated with others.



The MHRS section is organized into three units:

- Short Term Services / Crisis
- Outpatient Mental Health Clinic
- Case Management Programs

Mental Health Recovery Services

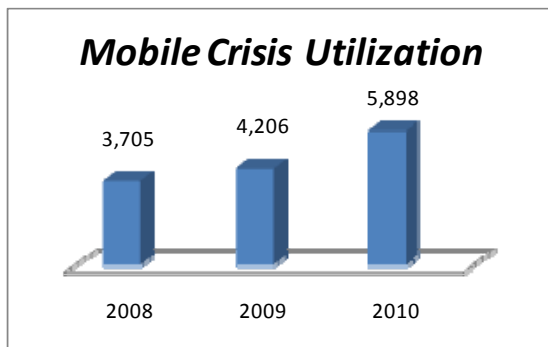
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SHORT TERM SERVICES / CRISIS

Short Term Services

The short term unit offers up to 90 days of service to individuals who are new to the system and may not need longer term programs. They also address the various needs of other consumers that do not fit into standard programs. Other services provided by these staff include Liaison with hospital psychiatric units and Crisis Program on-call and follow-up services. These services are delivered by two social workers and a social service specialist.

Crisis Program: The Crisis Program is for consumers of any age range or population 24 hours a day, 7 days per week. Some of these services include telephone counseling, mobile crisis intervention, follow up counseling with linkage to resources, mental health services in the county jail, crisis stabilization at various locations and hospitalization. The program also provides on call services for the Community Support Program and Western Wisconsin Cares. There are two crisis therapists, two social workers, and a number of evening responders that deliver these services. Demand for crisis service continues to increase.



CARE Center: A Crisis Diversion Center was added to the array of services on May 18, 2010. The CARE Center is a crisis assessment and non-medical detoxification center that is intended to provide more cost effective triage and intervention for individuals undergoing distress due to mental health and/or substance abuse concerns. Twenty-four hour awake staff collaborate with La Crosse County Mobile Crisis staff to rapidly assess individuals in distress to determine if an alternative to more restrictive care can be offered. CARE Center staff and affiliated Community Bridges staff also assist consumers

as needed to connect and/or reconnect with natural, community and professional supports.

These elements are all in motion and making a difference for individuals in the community as evidenced by the outcomes achieved for the 275 consumers served during 2010:

- Extremely high consumer satisfaction
- Local hospital admission and readmission rates reduced as much as 32%
- La Crosse County funded mental health inpatient admission and readmission rates reduced as much as 47%
- Chapter 51 Emergency Detention rates dropped an additional 12% in 2010

Perhaps the strongest outcome/impacts are captured by the following anonymous consumer responses to CARE Center service recipient surveys in 2010:

- *"It's not very often you find a bunch of people that actually want to help people they don't even know...it's really nice to know there are people out there that really care."*
- *"Thank you for the layover in my journey; making recovery an ART."*



OUTPATIENT MENTAL HEALTH CLINIC

Outpatient Therapy

The section is certified to provide outpatient therapy for persons with mental health needs. The staff consists of one clinical psychologist and one therapist. In addition to assessments and therapy for consumers, these staff also provide considerable consultation for other Human Services sections and county departments.

Medication Prescription

In 2010 one part time psychiatrist and a full time advance practice nurse prescriber provided evaluation and medication management to consumers.



Mental Health Nursing

Two nurses in Mental Health Recovery Services provide assistance to prescribers in the medical management of consumers. They provide a system of monitored medication based on individual need, collaborate in the Patient Assistance Program for consumers followed by our prescribers, evaluate consumers for increased symptoms or side effects, provide physical assessments, and provide nursing expertise among the various interdisciplinary teams within the section.

CASE MANAGEMENT PROGRAMS

Targeted Case Management (TCM)

This is the least intense model of case management that is available for individuals that need assistance meeting the challenges presented by a mental illness. Case managers can provide or arrange for advocacy, benefits assistance, medication management, support, and connection with needed services to allow a person to reside in the community. The program served approximately 80 consumers per month in 2010.

Comprehensive Community Services (CCS)

CCS is a mental health recovery and empowerment based program for individuals with higher levels of need for assistance. Consumers and their natural supports are active participants in planning the supports and services needed by the consumer to move forward in their journey of recovery. County staff facilitate the planning process. The consumer's Recovery Team designs a plan of support for the consumer that draws upon psychosocial support services from a wide array of community providers. In 2010, the program served approximately 120 consumers per month.

Community Support Program (CSP)

This mental health program is available for individuals with the highest levels of need. This program has been contracted out to Family & Children's Center of La Crosse since the beginning of 2007. The CSP model closely follows the national Assertive Community Treatment (ACT) model. A multi-Disciplinary team coordinates and provides all needed mental health services to include: in-house psychiatry, nursing, vocational, Alcohol and Other Drugs Assessment (AODA), case management, and assistance with daily living skills. The program served approximately 90 consumers per month in 2010.

MENTAL HEALTH RECOVERY SERVICES

PROGRAM AREAS

SHORT TERM SERVICES

CRISIS PROGRAM

OUTPATIENT THERAPY

MENTAL HEALTH
NURSING

MEDICATION
PRESCRIPTION

TARGETED CASE
MANAGEMENT

COMPREHENSIVE
COMMUNITY SERVICES

COMMUNITY SUPPORT
PROGRAM

Visit the Mental Health Recovery Services
WEB site at:

<http://www.co.la-crosse.wi.us/>