

DIVISION OF CARE AND TREATMENT SERVICES



**2019
ANNUAL
REPORT**



**WISCONSIN DEPARTMENT
of HEALTH SERVICES**

OUR TEAMS

The Division of Care and Treatment Services manages and supports community mental health and substance use services, community programs for people with histories of criminal offenses and mental health and substance use concerns, seven care and treatment facilities that serve people living with psychiatric disorders and intellectual disabilities, and the protection of client rights for individuals receiving services for a developmental disability, mental health, and substance use.

- **Administrator's Office:** Manages overall policy and fiscal direction for all programs and services.
- **Office of Budget and Performance Management:** Manages fiscal matters, policy analysis, and data collection for all work units.
- **Office of Electronic Health Records Systems Management:** Oversees the development, implementation, and maintenance of DHS Connect, the electronic health records system for Central Wisconsin Center, Mendota Mental Health Institute, Northern Wisconsin Center, Sand Ridge Secure Treatment Center, Southern Wisconsin Center, Winnebago Mental Health Institute, and the Wisconsin Resource Center.
- **Client Rights Office:** Protects and promotes the dignity and respect of people receiving services for a developmental disability, mental illness, and substance use disorder.
- **Bureau of Community Forensic Services:** Promotes healthy living and protects public safety through the management and support of programs for people with histories of criminal offenses and mental health and substance use concerns.
- **Bureau of Prevention Treatment and Recovery:** Protects and promotes overall wellness through the management and support of community mental health and substance use services for people of all ages and backgrounds.
- **Central Wisconsin Center:** Provides health, assessment, treatment, and rehabilitation services for people with intellectual disabilities.
- **Mendota Mental Health Institute:** Provides psychiatric care and treatment services for people referred by county agencies and the court system.
- **Northern Wisconsin Center:** Provides assessment and treatment services for people with intellectual disabilities and behavioral health needs.
- **Sand Ridge Secure Treatment Center:** Provides treatment services for people committed under Wisconsin's Sexually Violent Persons Law.
- **Southern Wisconsin Center:** Provides health, assessment, treatment, and rehabilitation services for people with intellectual disabilities.
- **Winnebago Mental Health Institute:** Provides psychiatric care and treatment services for people referred by county agencies and the court system.
- **Wisconsin Resource Center:** Provides specialized treatment services for people with severe and persistent mental health needs referred by the Department of Corrections and the court system.

A MESSAGE FROM THE ADMINISTRATOR'S OFFICE

This is our annual report on our efforts to give everyone the opportunity to live their best life.

We accomplished a lot in 2019 thanks to our more than 4,000 hard working team members spread across 13 work units and our state, tribal, county, and local partners.

While numbers and data provide important facts about the work we do, it is often stories that best illustrate how we touch lives. That's what we give you in this edition of our annual report: short stories that highlight how we are living our mission to improve quality of life for individuals and communities by promoting hope, health, and healing. We've organized these stories into five sections that align with our values:

- Practicing continuous quality improvement.
- Implementing best practices.
- Fostering transparency and collaborations.
- Improving the client experience.
- Honoring history.

As we move forward together, know that we stand more committed than ever to ensure all state residents have access to a full continuum of care—one that includes quality, cost-effective, science-based prevention, early intervention, treatment, and recovery support services.

Rose Kleman, Ph.D., M.P.A.
Administrator



Holly Audley, M.A.
Assistant Administrator



Gynger Steele, M.A., Ed.S.
Assistant Administrator



Our vision

Everyone living their best life

Our mission

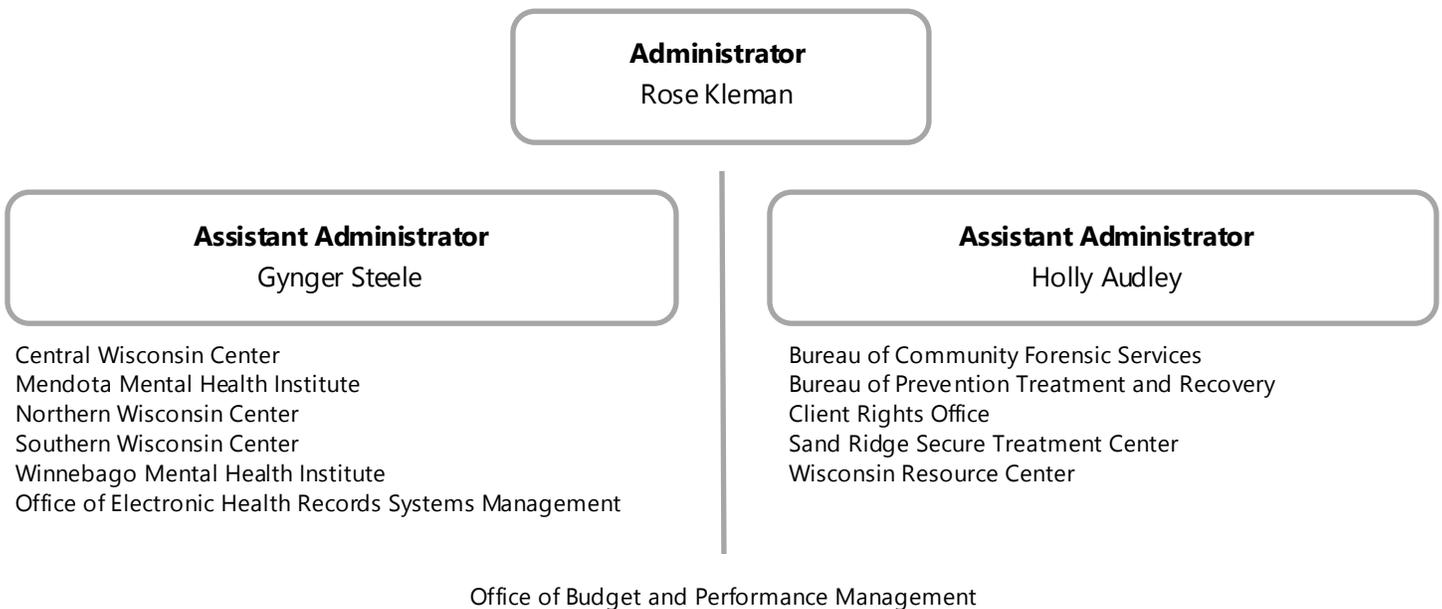
To improve the quality of life for individuals and communities by promoting hope, health, and healing

Our values

Dignity and respect
Compassion and well-being
Safety and support
Trust and teamwork

MOVING FORWARD, TOGETHER

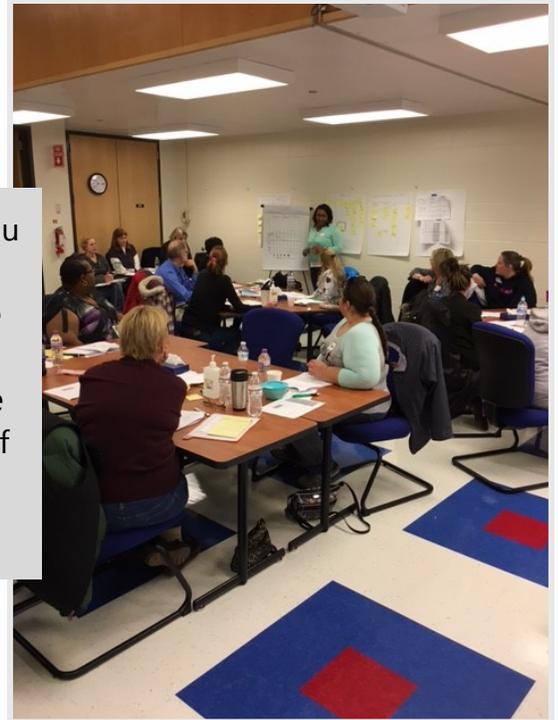
The transition to a new administration provided an opportunity for a reset of priorities. For many years we were known for supporting and providing community services or facility services as separate functions, not as equal parts of an inclusive system of care. With the appointment of Rose Kleman as division administrator, work began to change the division's framework. A commitment to an integrated range of behavioral health services became the major driver of our work. The division's new administrative structure (below) reflects this commitment.



At a monthly staff meeting, staff in the Bureau of Prevention Treatment and Recovery discussed ways they can work with other teams to better serve Wisconsin residents. All teams were encouraged to complete a similar exercise to inform areas of collaboration moving forward.

PRACTICING CONTINUOUS QUALITY IMPROVEMENT

The Change Leader Academy hosted 81 staff from the Bureau of Prevention Treatment and Recovery, Central Wisconsin Center, Mendota Mental Health Institute, Sand Ridge Secure Treatment Center, Southern Wisconsin Center, Winnebago Mental Health Institute, and Wisconsin Resource Center. The participants were trained in the Plan-Do-Check-Act model of quality improvement to complete a project to enhance day-to-day operations.



Mendota Mental Health Institute and Winnebago Mental Health Institute passed triennial accreditation surveys conducted by The Joint Commission. The Wisconsin Resource Center passed its triennial accreditation survey conducted by the National Commission on Correctional Health Care. No issues were noted in the annual state health recertification surveys of Central Wisconsin Center, Northern Wisconsin Center, and Southern Wisconsin Center.

The research unit at Sand Ridge Secure Treatment Center conducted a study to examine the accuracy of new technology for credibility assessments. The results indicated the tool could distinguish truthful patient reports from deceptive ones, supporting the implementation of a more cost effective process to guide treatment planning.

IMPLEMENTING BEST PRACTICES



Staff from the Client Rights Office presented a workshop to 61 people at the Mental Health and Substance Use Recovery Training Conference on how to ensure the privacy and dignity of people receiving care and treatment services.

Agencies contracted by the Bureau of Community Forensic Services to support the Conditional Release Program and the Opening Avenues to Reentry Success Program formed teams to refine their skills in using motivational interviewing with their clients.



A two-day training focused on Multidimensional Family Therapy, an evidence-based approach to address delinquency, mental health symptoms, school difficulties, and substance use among adolescents. The 123 participants included K-12 educators, foster parents, medical professionals, state agency staff, and social workers.

Two staff at Southern Wisconsin Center became regional trainers for the National Task Group on Intellectual Disabilities and Dementia Practices to assist in the application of a dementia-informed approach to care at Southern Wisconsin Center.

An online training was held focused on science-based treatment approaches to methamphetamine use disorders, with 127 professionals participating in the live broadcast.

At the Wisconsin Resource Center, 260 staff members were trained in the basics of trauma-informed care to broaden their knowledge on the prevalence and impact of trauma and how they can be trauma-informed care champions. This group completed exercises and participated in discussions to see their work through this perspective.



With 311 people in attendance, the two-day Wisconsin Statewide Substance Use Prevention Training was the largest event of the year focused on strategies to build healthy communities.

Mendota Mental Health Institute and Central Wisconsin Center became the second and third facilities to implement DHS Connect. The electronic health records system promotes modern medical recordkeeping practices.



Access to medication-assisted treatment for opioid use disorder improved in 25 counties and 8 tribal nations through grants awarded to address unmet treatment needs.

Courses on assessing and managing suicide risk and crisis de-escalation skills were offered to professionals who work with people experiencing a mental health emergency in collaboration with the Behavioral Health Training Partnership at UW-Green Bay.

FOSTERING TRANSPARENCY AND COLLABORATIONS

A workgroup formed in partnership with the Wisconsin County Human Service Association organized to assess how existing services for people experiencing a behavioral health crisis can be enhanced to meet national best practices. All counties responded to a survey to help this workgroup better understand areas of opportunity in the current system.

A series of online interactive data dashboards were created to give people access to recent, reliable data to inform their decision-making on strategies to improve the health of their communities. One series features data on Wisconsin's opioid epidemic, including adult usage, youth usage, hospitalizations, and deaths. Another series features data on county services for mental health and substance use.



The Certified Peer Specialist Advisory Committee was formed by the Bureau of Prevention Treatment and Recovery to ensure the voice of lived experience remains a guiding force in the peer specialist initiative in Wisconsin. In its first year, this group held four meetings to provide guidance on two projects: a training and exam incorporating mental health and substance use topics for people in recovery wishing to help others find a path to wellness (certified peer specialists) and a training and exam for caregivers of children with behavioral health needs who have successfully navigated the care and treatment system and want to help other families (certified parent peer specialists). There were 1,433 certified peer specialists and 33 certified parent specialists in Wisconsin at the end of 2019.

IMPROVING THE CLIENT EXPERIENCE

Staff at Northern Wisconsin Center worked with clients to create and plant raised gardens on their apartment patios. A variety of vegetables and flowers were planted. Clients tended to the gardens and enjoyed the fruits of their labor at the end of the growing season.



The Supervised Release Continuity of Care Workgroup was created to enhance the transition for individuals moving from Sand Ridge Secure Treatment Center to community living. This group includes representatives from Sand Ridge Secure Treatment Center, the Bureau of Community Forensic Services, the Department of Corrections, and contracted services providers. A process was implemented to identify individuals who may be eligible for long-term care benefits and assist those individuals in obtaining benefits. Patients living on the transitional living unit at Sand Ridge Secure Treatment Center were offered more information on how to be successful at community living.

The Central Wisconsin Center Community Council was established to give residents a social group to express their feelings about their quality of life and recommendations for changes to living units.

HONORING HISTORY



Southern Wisconsin Center marked 100 years of supporting people with intellectual disabilities at its annual family picnic. It was Southern Wisconsin Center Day across Wisconsin. The proclamation from Governor Tony Evers was presented by Department of Health Services Deputy Secretary Julie Willems Van Dijk. Southern Wisconsin Center opened on February 14, 1919. The year-long centennial celebration included a weekly newsletter for staff, a commemorative book, and displays of historical photos and items.

A dedication was held to mark the end of a multi-year project to identify and locate the graves of the 870 patients buried in the cemetery located on the grounds of Winnebago Mental Health Institute. A memorial marker at the entrance to the cemetery honors those who lived and died at the hospital from 1873 through 1972. The final line of the marker reads, "May the souls who rest here find the peace that eluded them in life."

OUR LOCATIONS

CHIPPEWA FALLS

Northern Wisconsin Center

OSHKOSH

Winnebago Mental Health Institute
Wisconsin Resource Center

MAUSTON

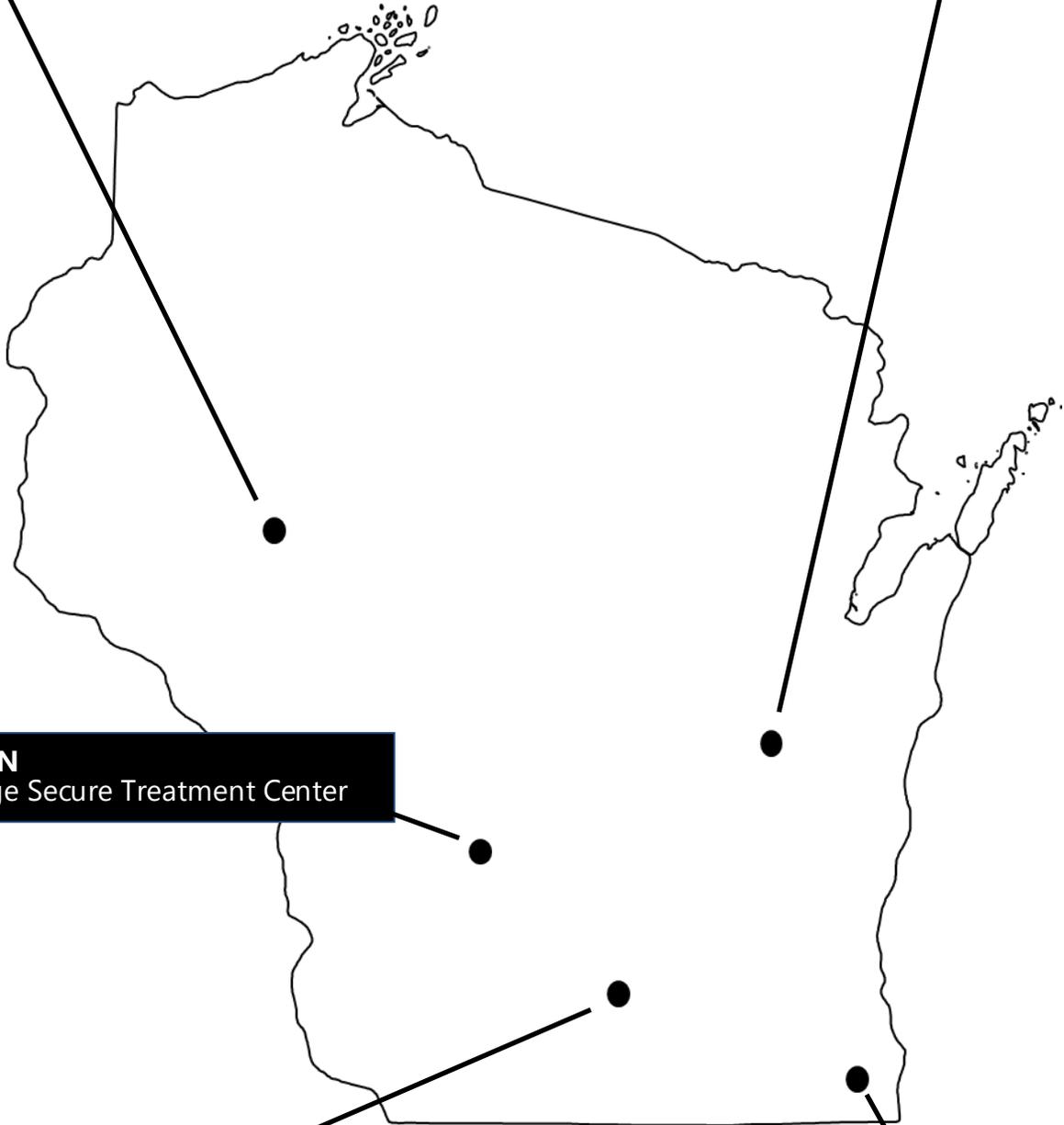
Sand Ridge Secure Treatment Center

MADISON

Administrator's Office
Office of Budget and Performance Management
Office of Electronic Health Records Systems Management
Client Rights Office
Bureau of Community Forensic Services
Bureau of Prevention Treatment and Recovery
Central Wisconsin Center
Mendota Mental Health Institute

UNION GROVE

Southern Wisconsin Center



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Division of Care and Treatment Services**

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P-00568-2019 (03/2020)

