



Collaborative Community Report: United Way 211, Family Services Crisis Center and Aging and Disability Resource Center of Brown County

Statement of Purpose

The intent of the data is to demonstrate patterns of need in the Brown County community and to educate the policy makers and the public on potential services gaps in order to mobilize change. 211, Crisis Center and the Aging and Disability Resource Center (ADRC) represent agencies that have the mission to respond to consumers who are beginning their search for needed services. All three agencies provide reliable, unbiased information and links to community providers who have valuable services to offer. Each agency provides this service at different depths.

There are different roles played by each agency, yet all three supports each others function along the continuum of Information and Referral and Information and Assistance.

I & R-Information and Referral

211 is a brief contact with consumers and quickly links individuals to other agencies that provide more detailed information and support on the need in specialty areas, as such, as mental health, children's services, and aging.

I & A-Information and Assistance

Crisis Center and the ADRC represent specialty agencies that provide detailed and repeated contact with consumers who fall into target populations. These contacts tend to be more involved and may results in field contacts, formal referrals, and/or follow up.

We acknowledge the reality that callers may have duplicate contacts with each of our agencies but feel strongly that working with data in collaboration, rather than in isolation, is a more comprehensive picture of our communities needs. This is a good starting point.

Database Collaboration

2-1-1. Crisis Center and ADRC participate in database collaboration in order to most efficiently support one community database for Brown County. This one database is housed on the United Way and ADRC website and is available to the community at large. 2-1-1 staff enters and updates community resources that serve children and general population, ADRC enter and update resources that serve adults with disability and aging populations, and Crisis Center enters and updates mental health resources. Together, we have created one database with consistent resource information that is much stronger than if any one of us did it alone. The collaboration also reduces the requests for program updates of provider agencies in our community as well-something they greatly appreciate.

Agency Overview/Role

211

The Brown County United Way 2-1-1: Get Connected, Get Answers service is an easy-to-remember and universally recognizable number that makes a critical connection between individuals and families seeking services or volunteer opportunities. 2-1-1 makes it possible for people to navigate the complex and ever-growing maze of more the 1,700 human service resources through three options. The call center, website or a

2-1-1 PLUS site (a physical place to access 2-1-1) available throughout Brown County. Being that 2-1-1 is information and referral system, the average length of call is 3.3 minutes.

Crisis Center

The Crisis Center provides crisis intervention services to residents of Brown County 24 hours a day, 7 days a week through telephone or in person crisis counseling. A crisis is defined as the state of imbalance which occurs when stress exceeds an individual's or family's resources for coping. Any individual in crisis is an appropriate referral to the Crisis Center. Accessibility of the Crisis Center and its services are critical. The immediacy of response has long been recognized as a key factor in problem resolution and in the avoidance of problem escalation. All intakes are responded to as quickly as possible and when appropriate, the response is immediate. When immediate response is not possible, the Crisis Center's goal is to respond within 30 minutes of the request for service. Sometimes during the trauma of a crisis, it is impossible or unadvisable for a client and/or family to come into the Crisis Center. The Crisis Center staff is mobile and can travel to wherever the client's crisis is occurring. This could be the client's home, school or work, jail, police station, emergency room or nursing home. The Crisis Center works closely with a variety of community service providers, such as therapists, psychiatrists, and physicians to ensure continuity of care for individuals seeking assistance at the Crisis Center. Our role is short-term, crisis intervention, however, individualized, intense follow-up via phone or face to face contact is a critical component of our services. Incoming calls range from one minute to over four hours in duration, averaging nine minutes. Face to face sessions average 1.25 hours, occasionally lasting multiple hours in more complex situations.

ADRC:

The Aging and Disability Resource Center is the "one stop shop" for older adults and adults with disabilities. Adults 60 years and older, adults with physical disabilities, developmental disabilities, mental health and alcohol and drug use issues are the target populations they serve. Staff are available for private, confidential options counseling with consumers and their families/friends. Information and Assistance, options counseling and decision support are offered to assist consumers to remain as independent as possible for as long as possible. The ADRC also provides functional eligibility screening for the long term care programs in the County. Information and Assistance Specialist take phone calls, provide office visits and meet consumers in their homes for these sessions. Formal and informal links to community services are provided. The average length of calls range from 20-50 minutes, home and office visits range from 60-120 minutes per visit. Our role is in-depth service connection and follow up which may include multiple contacts over time.

Data Definitions: In order to pull our three agencies data together, we needed to agree on definitions of the primary data we would collaborate on. Each agency uses a different database to collect caller information so the task has several challenges. The tables represent the data each agency can reproduce for this report according to agreed categories.

All Contacts:

All person to person contacts whether on the phone, in office or in home. This can include follow up contacts with consumer to assure services connections were made.

Contact Type:

Phone: All contacts that are made or received via telephone

Office: Consumer or family came into the office for a schedule visit or walked in for face to face meeting.

Home Visit: Staff go into the field to meet the consumer for assessment or support. The field is defined as in the consumer's home, in a hospital, nursing home, or even coffee shop-where ever is requested or needed.

Urgency of In-Coming Contact:

Urgent: The caller identifies they are "in crisis" or is assessed by staff as in immediate (less than 1 hour) need of response.

Non-Urgent: Staff contact is appropriate as soon as possible but is not needed immediately.

Who is Contacting:

We have agreed to use the categories of:

Self: The consumer themselves is making the call

Family/Friend: The caller/contact is being made by a family member of a consumer or a friend of the consumer requesting help for someone they know or care about. If the family member is asking for help for themselves as a caregiver they would be considered calling for themselves.

Professional: Professionals are considered anyone who is calling representing an agency on behalf of a consumer. For example, a case worker, doctor, hospital discharge planner, law enforcement et.

Top 10 Contact Topic/Issues:

Each agency logs what callers are requesting when they call in categories of topics and issues. This represents the needs of callers and what each of our agencies is potentially discussing with them. Not all of the topics end up in referrals to agencies.

Top 10 # of Referrals Made:

Each agency logs formal referrals made on behalf of consumers. 211 records this when phone numbers are given to callers and Crisis Center and ADRC only log referrals that are made formally via 3-way call to connect them directly with agencies, in the form of paper or electronic referrals.

Unmet Need:

Each agency records needs that callers have where there is no service available to meet that need. There may be a long waiting list, no funds, or no program in existence at all. This area represents areas of need that the community may want to address in future planning to fill these gaps.

Top 10 Contacts Topics/Issues

January-June 2009			June-January 2009		
2-1-1	Crisis Center	ADRC	2-1-1	Crisis Center	ADRC
Informational – All	Mental Health	In-Home Worker			
Rental assistance –	Suicide	Loan Closet – ADRC			
Utility assistance	Anxiety	LTC Funding/ COP/ Family Care			
Shelter	Depression	Housing – Subsidized			
Food Pantries	Family Issues	Homebound Meals			
Subsidized Housing	Housing/Homeless	HHA - Non Medical			
Foodshare	Relationship Issues	Transportation – General			
Dental Referrals	Crisis Case Management	Adult Day Services			
Medical Bill Assistance	Alcohol/Drug Abuse	Medicaid			
Law Enforcement Services	Financial Issues	Assistive Technology			

Top 10 Contacts Referrals

January-June 2009			June-January 2009		
2-1-1	Crisis Center	ADRC	2-1-1	Crisis Center	ADRC
The Salvation Army	Counseling Agencies	ADRC--Programs			
St. Vincent de Paul	Brown County Human Services	Brown County Human Services--Community Options			
ADRC	Brown County Community Treatment Ctr	American Red Cross--Transportation			
Integrated Community Solutions – Energy Assistance	Physician/ Psychiatrist	Brown County Human Services--Economic Support			
Brown County Human Services-Economic Support	Diversion	Integrated Community Solutions-Section 8 Rental Assistance			
Victory in Life Ministry	Bellin Psych	Options for Independent Living			

Top 10 Contacts Referrals, cont.

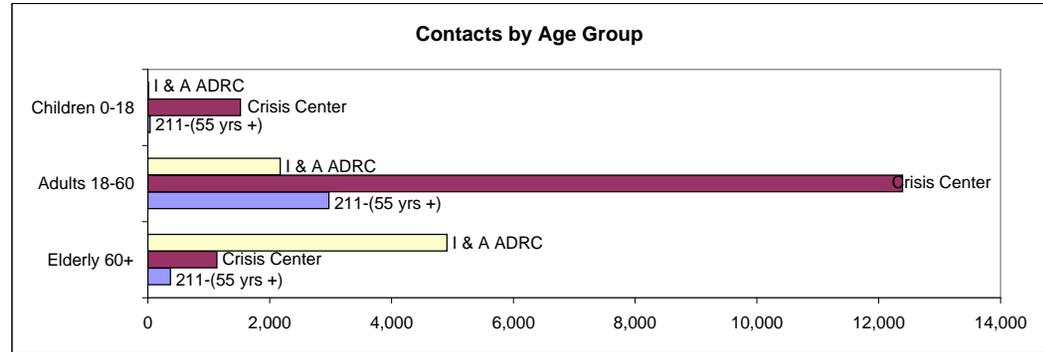
January-June 2009			June-January 2009		
2-1-1	Crisis Center	ADRC	2-1-1	Crisis Center	ADRC
Forward Service Corp.- Supportive Housing	Homeless Shelters	Brown County Human Services--Adult Protective Services			
Integrated Community Solutions	Hospitals	NEW Curative Rehabilitation Alzheimer's Adult Day			
Legal Action of Wis.	Salvation Army	Green Bay Metro--Para transit			
Paul's Pantry	Law Enforcement	Options for Independent Living Technology Services			
New Community Shelter	Brown County Jail	Clarity Care--Home Health Care			

Unmet Needs

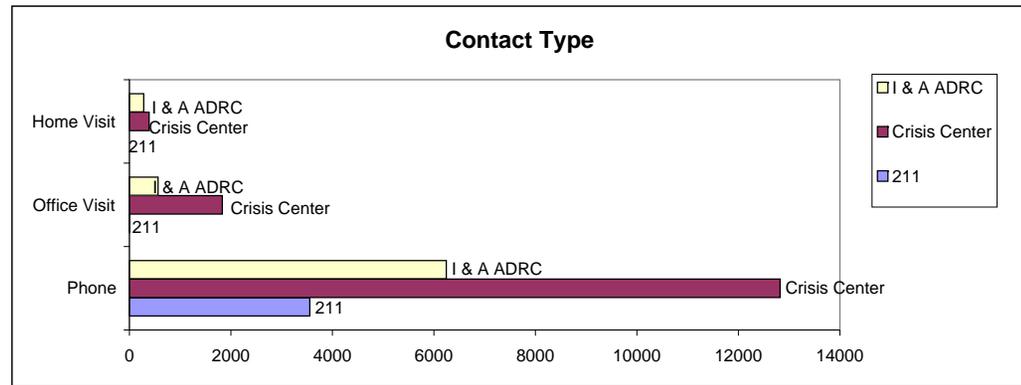
January-June 2009			June-January 2009		
2-1-1	Crisis Center	ADRC	2-1-1	Crisis Center	ADRC
Rental Assistance	Housing for 17 year old "throw aways"	Transportation (Rural, Non-Emergent Medical/Short Notice)			
Utility Assistance – Elec. & Gas	Dentist that accept MA	Long Term Care Funding			
Shelter	Child Psychiatrist	Non-Medical Home Care			
Gas Money	Mental Health Care for uninsured (1 st appointments months out)	Housekeeping /Chores			
Dental Referrals	Transportation	Moving Assistance			
Food Panties	AODA Diversions	Dental Care			
Rental Security Deposit		Foot Care			
Automobile Expense Assistance		Homebound Meals in Rural areas			
Moving Assistance		Liquid Nutrition			

211, Crisis Center, ADRC Information and Assistance Brown County Community Contacts Report

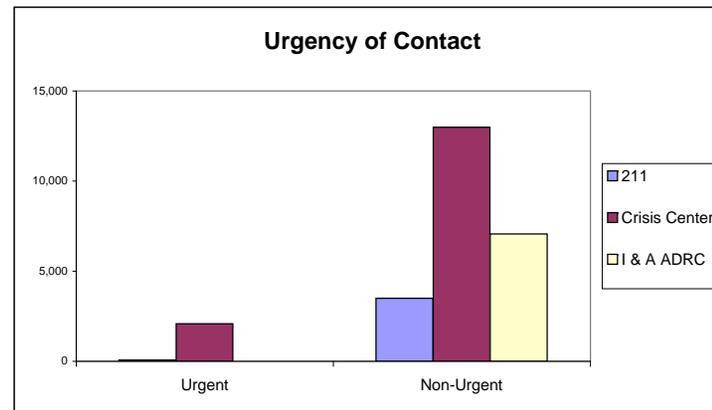
January - June 2009				
All Contacts By Age group	Total Contacts	Elderly 60+	Adults 18-60	Children 0-18
211-(55 yrs +)	3,376	371	2,971	34
Crisis Center	15,041	1,131	12,391	1,519
I & A ADRC	7,091	4,909	2,173	9
All Agency Totals	25,508	6,411	17,535	1,562



January - June 2009				
Contact Type	Total Contacts	Phone	Office Visit	Home Visit
211	3559	3555	4	0
Crisis Center	15041	12824	1830	387
I & A ADRC	7091	6,242	564	285
All Agency Totals	25691	22621	2398	672



January - June 2009			
In-Coming Urgency of	Total Contacts	Urgent	Non-Urgent
211	3,559	62	3,497
Crisis Center	15,077	2,084	12,993
I & A ADRC	7,075	8	7,067
All Agency Totals	25,711	2,154	23,557



211, Crisis Center, ADRC Information and Assistance Brown County Community Contacts Report

January - June 2009				
Who is Contacting	Total Contacts	Self	Family	Professional
211	3559	3415	65	79
Crisis Center	13574	8874	1576	3124
I & A ADRC	3956	1645	1520	791
All Agency Totals	21089	13934	3161	3994

