



## **2010 Collaborative Community Report**

**Brown County United Way 2-1-1, Family Services Crisis Center,  
Aging and Disability Resource Center of Brown County**

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### ***Statement of Purpose***

The intent of the data presented below is to demonstrate patterns of need in the Brown County community and to educate policy makers and the public about potential services gaps in order to mobilize change. 2-1-1, the Crisis Center and the Aging and Disability Resource Center (ADRC) represent agencies that have a mission to respond to consumers who are searching 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 provide along the continuum of Information and Referral and Information and Assistance.

### ***I & R-Information and Referral***

2-1-1 offers efficient contact with consumers and quickly links people in need with agencies that provide services to address those needs.

### ***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 result in field contacts, formal referrals, and/or follow up.

### ***Database Collaboration***

2-1-1, the 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, these three organizations have created a single database with consistent resource information. The collaboration increases data-gathering efficiency reduces requests for program updates.

*\*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.*

## *Agency Overview/Role*

### ***2-1-1***

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 than 1,700 health and human services resources through three options: The call center, website and a 2-1-1 PLUS site (a physical place to access 2-1-1), available throughout Brown County. The average length of a call to the 2-1-1 information and referral system is 4.1 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 is 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 homes. 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 – wherever 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, etc.

### ***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. 2-1-1 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 2010			July - December 2010		
2-1-1	Crisis Center	ADRC	2-1-1	Crisis Center	ADRC
Housing/Shelter	Mental Health	Financial long term care	Housing/Shelter	Mental Health	Long Term Care Funding
Information Services	Suicide	Housing-Accessible, independent, assisted living	Information Services	Suicide	Benefits- Medicare, Medicaid, SS, SSDI, VA, Senior Care, Food Share
Food	Family Issues	Loan Closet-adaptive aids	Food	Family Issues	In-Home Care
Legal Services	Anxiety	Benefits-Medicaid, Medicare	Community Services	Anxiety	Assistive Technology / Medical Equipment
Individual/Family Supportive Services	Depression	In Home Care-chores, personal care, safety response	Health Supportive Services	Homeless/Housing	Housing – Accessible, Apartments, Subsidized
Health Supportive Services	Housing/Homeless	Information and Assistance-Options Counseling	Individual/Family Supportive Services	Relationship Issues	Transportation
Public Assistance Programs	Relationship Issues	Transportation	Public Assistance Programs	Depression	Home Bound Meals
Transportation	Crisis Case Management	Adult Day Programs-Options for Independent Living	Transportation	Crisis Case Management	Assisted Living
Material Goods	Alcohol Abuse	Financial support –bill paying, utility payments, prescription drugs	Legal Services	Drug/Alcohol Addiction	Caregiver – needs, supports and resources
Out-Patient Mental Health	Financial Issues	ADRC: Nutrition, In Home workers, benefit specialist	Employment	Financial Issues	Nursing Home

## Top 10 Contacts Referrals

January - June 2010			July – December 2010		
2-1-1	Crisis Center	ADRC	2-1-1	Crisis Center	ADRC
The Salvation Army	Family/Friends	ADRC Services: Loan Closets, Meals, workers, benefits	The Salvation Army	Family /Friends	ADRC Services – Loan Closet, Options Counseling, Meals, Benefits, Volunteers, Prevention, Workers
St. Vincent DePaul	Law Enforcement	Human Services-Community Options Program	St. Vincent DePaul Personal Service Center	Counselor/Therapist	BCHS Programs-Community Options Program, Economic Support, Adult Protective Services, Veterans, Mental Health
Section 8 Rental Assistance	Counseling Agencies	Economic Support	Integrated Community Solutions: Energy Assistance	Law Enforcement	Options for Independent Living
Aging & Disability Resource Center of Brown Co.	Brown County-CTP, CSP, Out Patient	Unity Hospice	Brown Co. Human Services: Change & Information Center	Physician/Psychiatrist	Unity – Palliative Care Program
Legal Action of WI	Physician/Psychiatrist/Psychologist	Options for Independent Living	Forward Service Corporation: Employment	Brown County Community Treatment Center	Red Cross Transportation Service
Energy Assistance	Brown County Mental Health Center	American Red Cross	Legal Action of Wisconsin	Diversion	GB Metro - Paratransit
Forward Service Corporation	Diversion	Adult Protective Services	Aging & Disability Resource Center of Brown Co	Homeless Shelters	Integrated Community Solutions – Rental & Energy Assistance
New Community Shelter	Hospitals	NEW Community Shelter	Integrated Community Solutions: Section 8	Bellin Psychiatric	Clarity Care- Help At Home Program
WI Dept. of Transportation-Green Bay	Bellin Psychiatric	Salvation Army	New Community Shelter	Brown County-CTP, CSP, Out Patient	NEW Curative
Family & Childcare Resources of N.E.W.	Oneida Tribal Services	Clarity Care	Paul's Food Pantry	Hospitals	Salvation Army

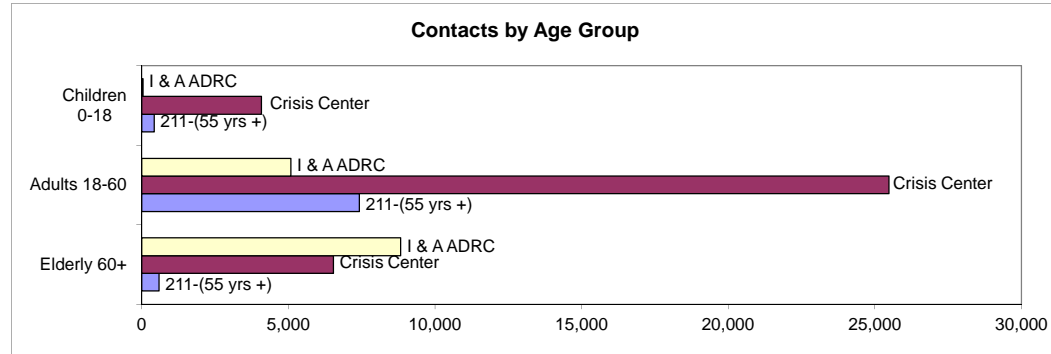
## Unmet Needs

January - June 2010			July - December 2010		
2-1-1	Crisis Center	ADRC	2-1-1	Crisis Center	ADRC *see note
Rent Payment Assistance	Transportation Assistance	Transportation	Electric Service Payment Assistance	Transportation Assistance	
Community Shelters	Rental Assistance	Long Term Care Funding	Heating Fuel Payment Assistance	Homeless- Individual Adult	
Heating Assistance	Financial (non rental)	MA Dental Care	Rent Payment Assistance	Homeless Family	
Bus Fare	Homeless - Family	Home Bound Meals –Out of Area	Community Shelters	Financial Mortgage/Rental Assistance	
Gas Money	Utility Assistance	Rural Transportation	Rental Deposit Assistance	Financial Non-Rental	
Electric Service Payment Assistance	Homeless single adult	Volunteer Services	Food Pantries	Financial Utility Assistance	
Food Pantries	Homeless youth	Medicare Gaps in service	Water Service Payment Assistance	AODA Services/ NO Insurance	
Rental Deposit Assistance	AODA services/no insurance	Mental health case management	Dental Care	Child Psychiatrist	
Transitional Housing/ Shelter	Anger management Counseling	Housing for sex offenders	General Minor Home Repair Programs	Case Management	
Automobile Repair Loans	Child Psych services	Accessible Housing	Holiday Programs	Medical Care/ No Insurance	

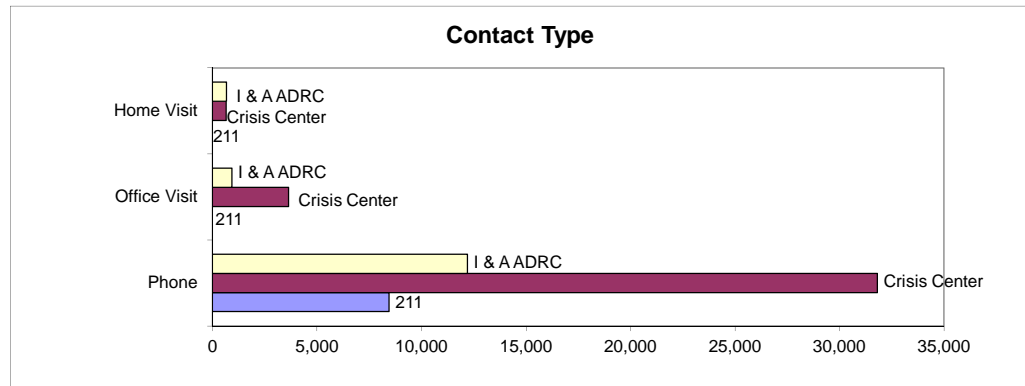
\*NOTE: Due to a change in the State database from Beacon to SAMS-IR that occurred on August 8, 2010, the unmet need information from the ADRC is unavailable for the second half of 2010. Based on caller requests as well as the lack of new programs, services funding or changes in local ordinances, it is estimated that the unmet needs identified for the first reporting period above continue.

## 211, Crisis Center, ADRC Information and Assistance 2010 Brown County Community Contacts Report

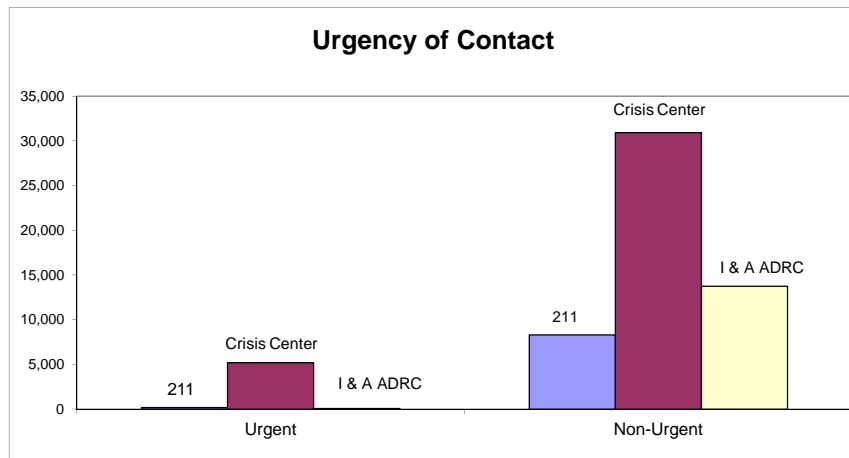
January - December 2010				
All Contacts By Age group	Total	Elderly 60+	Adults 18-	Children
	Contacts		60	0-18
211-(55 yrs +)	8,451	594	7,427	430
Crisis Center	36,106	6,537	25,481	4,088
I & A ADRC	13,961	8,829	5,091	41
<b>All Agency Totals</b>	<b>58,518</b>	<b>15,960</b>	<b>37,999</b>	<b>4,559</b>



January - December 2010				
Contact Type	Total	Phone	Office Visit	Home Visit
	Contacts			
211	8,451	8,451	0	0
Crisis Center	36,106	31,814	3,635	657
I & A ADRC	13,791	12,197	922	672
<b>All Agency Totals</b>	<b>58,348</b>	<b>52,462</b>	<b>4,557</b>	<b>1,329</b>



January - December 2010			
In-Coming Urgency of	Total	Urgent	Non-Urgent
	Contacts		
211	8,451	165	8,286
Crisis Center	36,106	5,186	30,920
I & A ADRC	13,791	63	13,728
<b>All Agency Totals</b>	<b>58,348</b>	<b>5,414</b>	<b>52,934</b>



**211, Crisis Center, ADRC Information and Assistance 2010 Brown County Community Contacts Report**

	January - December 2010			
Who is Contacting	Total Contacts	Self	Family	Professional
211	8,451	7,748	504	199
Crisis Center	36,106	23,169	2,845	10,092
I & A ADRC	13,791	6,678	3,092	4,021
All Agency Totals	58,348	37,595	6,441	14,312

