

AGENDA – OPEN MEETING
WAUKESHA COUNTY HEALTH & HUMAN SERVICES BOARD
HEALTH & HUMAN SERVICES BUILDING, CONF ROOM 271
THURSDAY, SEPTEMBER 22, 2022
1:00 P.M.

Call Meeting to Order
Pledge of Allegiance
Public Comments **

Board Agenda Items

Approve Minutes of August 18, 2022
Review Correspondence
Advisory and Standing Committee Reports
Next Meeting Date: October 13, 2022

Announcements
Meeting Approvals
Future Agenda Items

ITEMS FOR DISCUSSION AND CONSIDERATION

1. Clinical Division’s Privileging of Medical Staff
 - a. Debbie Check-Janisch, APNP
 - b. John Christianson, MD
 - c. Jeffery Follansbee, MD
 - d. Chaz Johnson, MD
 - e. Mollie Klein, APNP
 - f. Manfred Kreuzpaintner, MD
 - g. Rada Malinovic, MD
 - h. William Seymour, PhD
2. ADRC Presentation

<u>Items(s)</u>	<u>Appearances by:</u>	<u>Approx. Time</u>
1.	ADRC Division Manager, Mary Smith	1:45pm

The time schedule is approximate and may vary for individual items.

* HHS Board members may participate remotely and will be considered present for quorum and voting purposes.

INTERESTED MEMBERS OF THE **PUBLIC** ARE ENCOURAGED TO PARTICIPATE IN THE MEETING IN PERSON. TO JOIN THE MEETING VIA MICROSOFT TEAMS, CLICK ON THE FOLLOWING LINK:

<https://tinyurl.com/2wu64dkf>

Join on your computer or mobile app

** Public comment will not be accepted through remote means. Those wishing to make public comment must appear in person or submit written comments in advance of the meeting to Shannon Gustavson (sgustavson@waukeshacounty.gov).

NEXT MEETING

October 13 Administrative Services Division (Randy Setzer)

Minutes of the Public Hearing
Thursday, August 18, 2022
8:30 a.m.

Chair Nelson called the Public Hearing to order at 8:31 a.m.

Board Members Present: Supervisor Larry Nelson, Supervisor Christine Howard, Supervisor Joel Gaughan, Mary Baer, Dr. Mike Goldstone, Christine Beck, Robert Menefee Jr., Mary Berg (arrived at 8:53 a.m.)

Also Present: Waukesha County Executive, Paul Farrow (arrived at 8:36 a.m.), Health & Human Services (HHS) Director Elizabeth Aldred, Health & Human Services (HHS) Deputy Director Lisa Roberts

Absent: Vicki Dallmann-Papke

Aldred welcomed the public, introduced County Executive Paul Farrow and the HHS Board members, explained the purpose of the annual public hearing which is to listen to the community's concerns and comments about HHS services and the 2023 budget.

Public Hearing Speakers

1. Blake N., Waukesha, Spring City Clubhouse member stated he struggles with panic attacks and the Clubhouse has helped him with mindfulness.
2. Sherry, Oconomowoc, Spring City Clubhouse member for 11-years. Sherry works at the Clubhouse and aides in her recovery.
3. Jennifer, Oconomowoc, Spring City Clubhouse Director.
4. Michelle, Pewaukee, WCS. The intensive tracker program helped during crisis situations with her daughter and was available 24/7.
5. Robert, Hartford, WCS. He was a participant in the intensive tracker program. He suffers from anger issues and mental illness. His participation helped him gain full time employment.
6. Denise, Racine County, Director of WCS.
7. Cyndi, Mukwonago, WCS program. Cyndi has a long history of mental illness and addiction. She was sentenced to Huber, and court mandated AODA programs. She graduated October 2021, in AA and is 22 months sober.
8. Isaiah, Waukesha, WCS. Dad was in jail/prison when Isaiah was young, so he began to act out, picked fights with officer, ended up in juvenile detention. After detention, he started working with WCS, was in therapy, and began to associate himself with right people.
9. Ed C., Oconomowoc, SOPHIA and advocate for Huber facility.
10. Lorraine, Waukesha, SOPHIA which is a Criminal Justice Task Force which helps organization of churches that looks at the needs of the population.
11. David, Waukesha, Spring City Clubhouse member. Spring City helped with his mental illness.
12. Karen, Oconomowoc, Spring City Clubhouse member for 4 years. The Clubhouse helped her deal with her depression and bipolar disorder. She can connect with others and works in the kitchen.
13. Pat, Waukesha, Spring City Clubhouse member. The Clubhouse provides a positive environment.

14. Meiya, Eagle, Spring City Clubhouse member for 3 years. Meiya has developed many friendships while at the Clubhouse. Her favorite thing to do is creating mental health toolboxes and coloring pages.
15. Tony, Waukesha, Spring City Clubhouse member. The Clubhouse helps him with being social, increase his self-respect, avoid loneliness and isolation.
16. Marie, Waukesha, Spring City Clubhouse member. The staff and members are very friendly and listen.
17. Matt, Waukesha, Spring City Clubhouse member for 11 years and has provided Matt with a part-time job for 8 years. The Clubhouse provides a social environment as well as a work environment.
18. Lucas, Waukesha, Spring City Clubhouse member since 2013.
19. Dragan, Waukesha, Spring City Clubhouse member for 13 years who struggles with mental health issues.

Public Hearing Ended: 9:40 a.m.

Break

Minutes of the Health & Human Services Board Thursday, August 18, 2022

Chair Nelson called the HHS Board Meeting to order at 9:59 a.m.

Board Members Present: Supervisor Larry Nelson, Supervisor Christine Howard (virtual, joined at 12:40 p.m.), Supervisor Joel Gaughan, Mary Baer, Dr. Mike Goldstone, Christine Beck, Robert Menefee Jr. (left at 1:45 p.m.), Mary Berg

Also Present: Health & Human Services (HHS) Director Elizabeth Aldred, Health & Human Services (HHS) Deputy Director Lisa Roberts, Health & Human Services Public Communications Coordinator Linda Wickstrom, Clinical Services Division Manager Kirk Yauchler (arrived at 11:15am), Adolescent & Family Division Manager Ron Pupp (arrived at 10:37a.m.), Child & Family Division Manager Penny Nevicosi, MHC Administrator Jeffry Lewis (arrived at 12:41 p.m.), Administrative Services Division Manager Randy Setzer, Accounting Services Coordinator Kristen Tranel, Public Health Coordinator Elizabeth Laatsch (arrived at 10:19 a.m., left at 12:58 p.m.), ADRC Division Manager Mary Smith, ADRC Coordinator Lisa Bittman, Alex Klosterman (virtual, 9:55 a.m. – noon / in person arrived at 12:30 p.m.), Clara Daniels (virtual)

Absent: Vicki Dallmann-Papke

Approve Minutes of July 1 for the HHS Board Meetings

MOTION: Gaughan moved, second by Menefee, to approve the HHS Board minutes of July 1. Motion carried 7-0.

Approve Minutes of July 28 for the HHS Board Meetings

MOTION: Gaughan moved, second by Menefee, to approve the HHS Board minutes of July 28. Motion carried 7-0.

Advisory and Standing Committee Reports

- ADRC Advisory Board

- ADRC Advisory Committee meeting was on August 4. Ben Jones presented an overview of the Public Health Division and Public Health 3.0.
- Mary Smith presented the 2022-2023 ADRC Operational Plan.
- Also presented was the year-to-date numbers for contacts and referrals to the ADRC. Numbers are tracking close to 2021 in volume, but more are focused on the growing elderly population and the issues of access to public benefits, home services, food, and housing. (Including the 64 people who are over 100!)
- Staffing issues continue to be challenging. As of August 1, there were three openings.
- Public Health Advisory Committee
 - Public Health Advisory Committee meeting was held on August 11. Ben Jones provided an update on the CHIPP Steering Committee progress, which is in the first of the five-year program. Areas of focus include substance use, mental health, and healthy aging which have been priority areas of community.
 - Public Health is also facing staffing issues. The move to Public Health 3.0 may help them provide their mandated services with fewer nurses, more public health professionals, and their role as Chief Health Strategist.
 - Environmental Health reported that the increase in food truck licensing has seen an increase in staff time. Numbers have quadrupled in the last 4 years.
 - COVID update reflected that Waukesha County was still in the yellow but could go to green if the number of new cases per week was under 800 and hospitalizations were under 40. Last week, Waukesha County was at 840 positive and 48 hospitalized.
 - There has been Monkey Pox investigations and testing in Waukesha County. The increase in number is that better testing is available. Waukesha County has a small number of vaccines and will be following the new vaccination process from the CDC.
- No update was available from the Mental Health Advisory Committee.
- Substance Use Advisory Committee (SUAC) has not met since the last board meeting.
- Child and Family Services Advisory Committee (CAFSAC) has not had a meeting since the last board meeting.

Board Approval of Advisory Committee Membership and Chairs

Board members reviewed and discussed the following documents: ADRC Advisory Committee Membership changes, CAFSAC Advisory Committee Membership changes, Mental Health Advisory Committee Membership changes, Substance Use Advisory Committee Membership changes, and Public Health Advisory Committee Membership changes

MOTION: Baer moved, second by Beck, to approve the ADRC Advisory Committee Membership changes, CAFSAC Advisory Committee Membership changes, Mental Health Advisory Committee Membership changes, Substance Use Advisory Committee Membership changes, and Public Health Advisory Committee Membership changes. Motion carried 7-0.

Board Approval of Bylaw Amendments

Board members reviewed and discussed the following documents: ADRC Advisory Board Bylaws Amendment and Public Health Advisory Committee Bylaws Amendment. Both

committees recommended adding a statement to their bylaws stating that if members attend a hybrid meeting session, they are able to vote.

MOTION: Menefee moved, second by Goldstone, to approve the Bylaw Amendments for ADRC Advisory Board and Public Health Advisory Committee. Motion carried 7-0.

Overview of 2023 Budget

Aldred and Roberts reviewed a presentation titled “2023 Proposed Budget, HHS Staff Presentation”.

Next Meeting Date

September 22, 2022

Announcements

There were no announcements.

Review of Correspondence

There was no correspondence to review.

Future Agenda Items

No future agenda items.

MOTION: Baer moved, second by Beck, to adjourn the meeting at 2:48pm. Motion carried 7-0.

Respectfully submitted,

Larry Nelson
HHS Board Chair

March 8, 2022

To Waukesha County Health and Human Services Board,

At the time I began receiving services from WCS I had just been released from a ten month stay in Waukesha County Jail. Prior to being incarcerated I was in the throes of addiction and couldn't stop using for even a single day. I was unemployed, broke, mentally and emotionally unstable, and severely depressed to the point of contemplating suicide. I need a whole lot of help. My status was that of a male, binary, non-queer, white, 32 yr old individual living in a suburban community that uses the obvious pronouns of he/him.

My case worker, Alison, was remarkably helpful for the entirety of the program, but especially at first when I needed so much help. See, I was fresh out the joint and transitioning right back to living at my parents' house or trying to find my own housing would have been nearly impossible. One of the most helpful things I did with Alison was short and long term goal setting. We were specific and realistic. I was also staying at a sober living facility upon release so my case worker was helpful as I went through several transitions over the course of last year. From jail to residential treatment to sober living and finally back to my mom's house. Also two job changes. If I had to sum up exactly which things were most important I would say it was the interpersonal role of seeing someone twice and then once a week and staying on course.

The benefits of the WCS program were significant. Honestly, when I was offered the DPA I wasn't wild about the idea, but after starting and going through the program I'm so glad I did and it was just what I needed. The major benefit of the WCS program for me is my life today. Specifically, by going through the program I was incrementally able to focus on and deal with different areas of my life and build stable and lasting habits that will hopefully continue indefinitely. Not least among these are my sobriety, my stable mental health, my employment, housing, and plans for the future.

If I had not received the DPA and went through services at WCS I'm not exactly sure what my life would like, but I'm 90% sure I wouldn't have stayed sober and reconnected with the recovery community. So, the ends of using are few and

predictable, probably in jail, an institution, or quite likely dead - I don't believe I'm overstating the case.

In sum, WCS Day Report was a great program and should receive twice the funding it presently does (and a new office), Alison should get a raise (double I think), the Thinking for a Change component should be eliminated since it targeted at 15 yr olds who have had zero socialization, and that will all do well.

Sincerely,

Joshua T. Martin

○ To WHOM IT MAY CONCERN

July 14th 2020 I made a choice that changed my life at the age of 14. To be brief, a girl from school posted a Snapchat saying if anyone wanted vapes to meet up with her. That summer me and my friends started hanging out with an older kid, we were smoking pot and vaping a lot. So we thought hey let's go steal the vapes from her. We met up with her and her two friends and that's when it all went bad. Guns were brought, a gun was fired and a fight broke out. Next thing I know the police arrest all of us and i end up being transported to the secured detention in Waukesha. That is when Julie Loose and Pam Ulrich came into my life.

My family was informed of everything that we needed to do and what I needed to do, from having meetings, visits at school and home, being part of programs and feeling comfortable to call Julie or Pam if I was having any problems.. I was able to be involved in a Youth Empowerment and Accountability Program and even a cooking class called Lean Cuisine. I really enjoyed both of these programs. I was able to hear from a mom who lost her son to gun violence and also a young girl who chose to make bad choices but, turned her life around. It taught me you should always think before doing. The most important thing out of this whole program was that Julie and Pam treated me with respect. They were always there for me if I needed to talk and they really helped (along with my mom) get me on the right track. I was praised for doing good. Especially in school, I got the best grade on a test and it was the first time I did so good. Me and my mom called Julie and Pam right away and they were so happy for me. I got a gift card for Culver's for doing so good.

I got on the right path. I learned how to be accountable for my actions and I became more mature after working with Julie and Pam. Working with Julie and Pam is exactly what I needed at that time. I was able to learn, grow and become a better person.

If i would not have received support from this program I may have ended up not caring about anything, smoking pot and vaping everyday and thinking I was on top of world. I could be sitting in a jail cell or I could have lost my life due to violence or drugs.

To Julie and Pam I want to thank you for being there for me and my family. Thank you for treating me like a person and not a criminal. Thank you for helping me become a better person. Thank you for what you do for other troubled kids. To all the staff at the juvenile center I want to thank you for letting my family be able to come visit me. Thank you for taking time out of your shifts to talk to me. Thank you for all you do!

Respectfully

Christopher M



Good morning,

My name is Michelle Huebschen and my daughter was set up with a tracker through the Intensive Tracker Program as part of Wisconsin Community Services in 2021.

Our daughter received this service for over a year. My husband and I were also able to utilize the tracker program as a resource 24 hours a day 7 days a week.

Stephanie Heinzelmann was the tracker assigned to our daughter. Stephanie has worked with the three of us for over a year.

Having a tracker helped both my daughter and my husband and I on a weekly to even daily basis.

We experienced crises several times with our daughter from 2021 through the beginning of 2022.

My husband and I called Stephanie during these crises to talk through the situations, to calm down, to get her help in making plans to deescalate the situation, and to help our daughter regulate her emotions. After we would call Stephanie, she was able to call or text our daughter to help her process what had her upset. Other times, my husband or I would get a call from Stephanie giving us a "heads up" on a situation that may start and ideas on how to prepare for it.

Stephanie built a trusting relationship with our daughter quickly. She would only share things with us that our daughter had confided in her about, when they affected her health or safety. This is so important with teenagers. We needed our daughter to trust Stephanie so that she could grow and do a better job of regulating her emotions. Stephanie was great at keeping track of our daughter's social circle and the difficulties of her relationships. Stephanie was always available when she needed to talk and process through things.

Stephanie also met with our daughter at school or our home on a weekly basis. This allowed the school to call Stephanie when our daughter would become dysregulated. Because Stephanie had a rapport with the school, she was also able to communicate with our daughter's IEP teacher when needed. This helped my husband and me from having to leave work as often to respond to crises at the school.

Through Stephanie meeting with and talking with our daughter on a very regular basis, we started to see progress in her mood regulation, willingness to communicate with us, less self-destructive behaviors, and fewer to now no interactions with law enforcement.

Having the ability to call or text Stephanie anytime of day gave us a little bit of peace in emotionally and physically exhausting situations. She helped us to see our daughter's perspectives and offered us suggestions that we otherwise may not have tried.

In closing, my husband and I feel that we owe much of our daughter's progress and successes to having Stephanie and having her available to the three of us over this past year. We are beyond grateful and I know our daughter feels the same. We hope that future families will be able to receive the same helpful resource we were given. Thank you.

To whom it may concern:

At the time WC's program entered our lives, we were in a fragile state with our granddaughter. She had recently attempted suicide right after she was placed back with her mother. So after that failed we as her grandparents took back guardianship as we had since she was four years old.

We were bouncing between social workers, the cares program, and high school meetings not including Dr appointments, mental health and Rogers inpatient and residential and now outpatient.

We were continually looking for a happy medium and a place Jiselle could voice her concerns and fears regarding life and her future she didn't see for herself. She was sure she was going to be dead before the age of 20. We were frustrated because we were going around in circles.

We were then offered help with Stephanie with the WCS program. She was excellent for Jiselle. She took her on outings like a big sister which is exactly what Jiselle needed at that time. They had many conversations regarding a future Jiselle had not seen for herself. Stephanie being a mom herself played games with her and worked on homework and so much more. They did crafts together that gave Jiselle fun in her life. Jiselle had no friends at this time. So Stephanie was a lifeline for Jiselle. I know Jiselle especially liked the candle making, the drawing and painting. It's a great way to reach a teenager who had shut down inside and out.

I believe without Kevin Tolzman (social worker) sending Stephanie to us Jiselle might not be where she is today. Stephanie worked with Kevin on how to reach Jiselle. They are like a superhero's combo. They were instrumental in finding a great therapist rather than just the right therapist for Jiselle. A therapist she is still seeing today.

Stephanie is someone who relates to a child or any person. She can see their heart and really cares about you. This is evident in her actions and words.

I am beyond grateful for all the help we have received from Stephanie and this program. Please continue this so it will be able to help others who are in need. And there are so many children in need right now. I feel it's an epidemic. Especially after Covid.

Jiselle turned 18 in July. She graduated from high school and she has been accepted to UW Milwaukee Waukesha. She will be starting college in September. She is still dealing with challenges relating to her mental health though we take one day at a time. I believe we are here now because of all the wonderful people who came into her life at the right time including Stephanie.

Thank you,
Cheryl Bielich
727 Browning Cir
Oconomowoc, WI
53066

Megan -

You are so good
at your job. Jon and
I are so appreciative
of your 24x7 guidance
and counseling, we
*are sorry to lose
*you but know you
will help other families.

*thank you! *

* Cheryl *

Waukesha Intensive Tracking & Aftercare

We were introduced to Megan Pfeiffer with Waukesha Intensive Tracking by our social worker, Tina Woldt. At the time, our son Jon had become borderline physically abusive. He was inconsistently seeing a therapist but regularly took his medication. While Tina assisted us greatly, she wasn't always available during times when Jon and my husband needed her most. Additionally, Jon didn't take to Tina's style. Jon's therapist was also not available when needed. Megan's style was a breath of fresh air for our family, especially for Jon. Megan and Jon established a good rapport at the onset. Megan was able to help Jon calm himself down when Jon was often at his peak of rage. She was also great at communicating with me via text while she was helping Jon through his rage. Megan was the only person available to us when we needed someone the most.

Megan's availability 24x7 was one of the most positive aspects for us. I have reached out to Megan when Jon was in crises mode at the hospital, with the police, or at home. Megan provides guidance and assists during crises mode. She has helped Jon move to another room or outside and away from us or other people to keep everyone safe. Jon listens and respects Megan's guidance and from my perspective has often been a better 'therapist' for Jon. The rapport she established with Jon as well as me has also been a very positive aspect. Jon's had many therapists but, in most cases, was not able to establish a genuine connection. He did so with Megan. I believe it is due to her being direct and honest with Jon.

While Jon continues to have challenges, he can better communicate his feelings. He consistently attends his therapy sessions and appointments with his psychiatrist. He has gotten better at managing his anger and uses strategies to help him regulate himself (working out, going for a walk, making music). These strategies are things Megan has recommended to Jon. When my husband, Jon's dad, passed in December, Megan was available to assist Jon with dealing with his grief.

Additionally, Megan has been a great resource for me as well. She responds quickly to texts or calls and was always available when we were in crises mode. She helped calm my nerves! She is a good listener and does her job as an intervention specialist extremely well. Jon and I will certainly miss her.

May 19, 2022

Dear Megan,

I feel absolutely compelled to write you to extol the extraordinary efforts of Pam Ulrich. Pam was assigned to us at the beginning of January when our daughter ran away from home and we refused custody of her. She was taken to Lad Lake shelter and released a few days later on a GPS monitoring device and this we began working with Pam.

Since January, Pam has been available to our family 24 hours a day. I have called her in the middle of the night, I have called her when everything is going wrong, I have called her for support when I couldn't reach any other government person or intake worker. She has fought tirelessly for our whole family. She does an extraordinary job of building trust with our daughter Sophie, who can be very difficult, and with Colin and I which is quite a rare ability to hold both relationships well.

And several occasions, I have felt like the juvenile services department has failed our family. When our daughter has subsequently run away, we have been unable to reach intake workers; when she has crossed state or county lines we have been told by police that they cannot transfer her, and when she refuses to go to school the school system does nothing to discipline her.

Pam has been extraordinary in every way. She has gone absolutely above and beyond the call of duty and so many occasions. You must know about the extraordinary level of commitment she has to our daughter and I am sure to the other kids in her charge. She exhibits a level of deep care for these teens that I have simply not seen in many other fields including our experience with five private therapeutic boarding schools.

I imagine working for a government agency, there are no big "bonus days" at the end of the year like there might be working in the private sector. Working with troubled teens, I can imagine that she doesn't often get the level of praise and recognition she deserves.

Below, are a couple of the recent exchanges between Pam, my husband and I this week. I think you can get a sense of the level of commitment Pam has for our daughter and the extraordinary way she makes herself available to Sophie.

I really just thought you should be aware. There are not many people like her in this world.

Best,

Colleen Hutt

To Whom It May Concern;

Prior to receiving services and at the beginning of my involvement in this intensive tracking program, I struggled a lot with my mental health and with attending school. I was also consistently fighting with my family because of my school attendance and behaviors related to my mental health.

Within the last couple of years my mental health has improved significantly. The program taught me healthy coping skills and how to use them. The program allowed me to vent concerns and have someone listen to me and assist me with problem-solving. The program supported me in improving my communication and conflict resolution skills. Because of this program's involvement, I have been able to better communicate with my family and has helped me understand how to resolve conflict with family and my peers. I have been able to get a job when before, I never would have been able to talk to someone in an interview. This program also assisted me in getting to school and increased my motivation to get up and do things during the day.

If I would not have received services from WCS there are so many things that could have happened. I could have dropped out of school and had many less future options. My mental health could have done serious harm to me. So this program has helped me immensely.

Respectfully,

Taylor

2-10-2022

To Whom It May Concern;

Right now my WCS status is on hold while my child is being assessed by North West Passage. The services will be reinstated when my child comes home in approximately 30 days. WCS became involved after I had already obtained a JIPs petition. These services were added as my child became more aggressive and violent towards my attempts at discipline. These services have been key to controlling my child while they are at home. I needed support to help control my child's behavior.

Sherry had been a key component in communicating things with my child. I no longer felt alone in my battle to control things. Sherry would explain things to Sam and try to advocate for the things Sam wanted in a calm and productive manner. Sherry did a great job of explaining to Sam what would happen if they continued to behave the way they were. Sometimes this would work and the issue would be defused. Sometimes they would not. Either way it felt great to have someone telling me that what I was doing was the right thing and help me decide what the next steps could be. I never felt like Sherry was taking over the situation. She was great at talking to me about options and what steps could be taken.. I always felt like the choice was mine on how to ultimately handle the situation. I have nothing but wonderful things to say about this caring wonderful worker and look forward to working with her in the near future. She made herself available at all times, even in the middle of the night.

WCS Services has empowered me to take control of my home. Unfortunately that required Sam to go to shelter care as they were refusing to follow the household rules. With Sam being removed from the home it enabled us to receive a Strict Homebound Order when Sam returned home. This strict homebound order has been amazing. When Sam started behaving poorly the threat of being sent back to shelter care immediately was all it took for them to back down. Sherry also was a key component in having Sam sent to North West Passage for further evaluation. I'm hopeful that this program can provide better solutions than Rodgers and Shore Haven which have not worked. I am hoping this Strict Homebound Order can be reinstated when Sam returns home. The ultimate goal is for Sam to find counseling, therapy, and or medication to help them regulate their emotions and behaviors, without the threat of shelter care. I hope this will help with Sam's relationships. I have felt better about parenting Sam in a successful manner with the support of Sherry, and this strict homebound order.. I can not express what a difference Sherry has made in my life. It is still hard but to have the support of such a wonderful woman is the best thing that could have happened to us. This is the best I have felt with Sam at home in a long time. I feel like these services have helped keep Sam safe

It is very hard for me to speculate where things would have been without these services in our lives. I feel like without these services things would have gotten a lot worse. I was fearful every day that I would come home to a dead child. I am sure Sam would have run away more often. I was afraid of how violent they were becoming in my home.

I was afraid of my child. I was afraid I was going to lose my home with their frequent screaming, and destruction of property. I was afraid I was going to lose my job, having to leave all the time to check on my child. I was living in a constant state of anxiety and fear which was causing me to get sick a lot more often. I hate to think about where we would be now if WCS was not involved.

Respectfully,

Rhonda

Shannon Gustavson

From: Donna (Mae) Ferguson
Sent: Wednesday, August 17, 2022 1:56 PM
To: Shannon Gustavson
Subject: FW: Public Hearing Written Input 8/18

Hi Shannon:
Below is an email I received for the Public Hearing.
Donna

From: Corrine Flores <corrineboyce@gmail.com>
Sent: Wednesday, August 17, 2022 1:29 PM
To: Donna (Mae) Ferguson <DMFerguson@waukeshacounty.gov>
Subject: Public Hearing Written Input 8/18

You don't often get email from corrineboyce@gmail.com. [Learn why this is important](#)

CAUTION: This email originated from an unverified external source. Verify the legitimacy of the email before clicking links or opening attachments. If you believe this email is malicious in nature, please report it by using the Phish Alert button in Outlook.

Good morning and thank you for your time,

My name is Corrine Flores, and I find it only appropriate to begin my written submission with my brother's obituary:

The family of Calvin Lee Boyce, 41, regretfully makes known the passing of a great soul on May 30th 2022. Born in Milwaukee, Wisconsin and raised in Waukesha, Wisconsin.

He was a kind and loving companion to Lisa, and a wonderful, dedicated father to Logan, Maysn and Rylee. First born to Gary and Judith (Hohlweck) Boyce and beloved brother to Corrine (Benjamin) Flores and Conrad (Chelsea) Boyce. Beloved uncle to Jordan, Emary, Jackson, Zenon, Eden Rose, and Lincoln. Calvin is further survived by Aunts, Uncles, Cousins, and long time friends. He is preceded in death by his grandparents.

Calvin worked in telecommunications for 20yrs of his life. He was exceptional at his work and had a skill set like no other. He was passionate about spending time with his children and family and was known for always being late because he was out fishing. He was the soft smile, comforting laugh, and cornerstone of all the family get togethers. He enjoyed being the assistant coach for his son, Logan's, junior football team, little league team and Cub Scout pack. In between his childrens activities, you could find Cal cheering on the Green Bay Packers. Calvin loved being outside, traveling Up North and going to Florida. One of his many passions was making intricate knives. He also enjoyed play time with his daughter, Rylee, and making extravagant tents for her in the living room. He will be deeply missed by everyone who knew him.

Calvin had a deep faith in God and was baptized as an adult. He believed in eternal life with Christ and has joined the angels and saints in all of God's glory.

Writing this letter is very hard to do. There were so many opportunities for our community to jump in and help our family with my brother. We as a community have failed him. There are others in our community who are in our same shoes, prior to Calvin's death. We must come together and organize an efficient program that helps these families. I do not want my brother's death to be in vain. Please don't let his death be in vain.

I am here as a sister, community resident and a nurse to be an advocate for those that struggle with this illness and their families.

Thank you for your time

Blessings,
Corrine Flores

We value your feedback. Please visit the [Customer Satisfaction Survey](#) to tell us how we did.

Eighty-two percent of people living with a serious mental illness are unemployed. Our goal at Spring City Clubhouse is to empower members to develop and regain the ability to participate successfully in meaningful, paid employment and to move out of poverty.

Spring City Corner Clubhouse provides members the opportunity to learn skills and techniques for re-entering the workforce from both staff and peers. We do this through our work-ordered day, which many of the members have talked about, and our three employment service programs; Transitional Employment, Supported Employment and independent employment. I'd like to quickly explain our transitional employment program or TE as we call it.

A TE provides a bridge to independent employment in the community. Clubhouse members can rejoin the work force in a network of support, both on and off the job.

How does a TE work? A business agrees to hire Clubhouse members for specific part time hours in a position. Clubhouse staff are trained in that position and they select and train a member who will hold that role for 6-9 months. Initially, Clubhouse staff will work on the job with the member until they feel comfortable and the member will continue to get support from Clubhouse during the placement.

Spring City Clubhouse has partnerships with Zilli hospitality Group and Linden Grove Assisted Living. These companies provide competitive jobs and pay market wages to the members that are placed in these positions. As you have heard from Marie, working in this transitional employment position has helped her learn how to work in the community and serve others in a very positive and productive way.

We are always looking for new TE opportunities. If you know of a local business that would value working with us and our members please reach out to us and Spring City Corner Clubhouse.

Public Hearing Speech 2022

Spring City Corner Clubhouse has played a big part in my recovery. The last few months I've been coming to staff led extended hours which are recreational. Member led extended hours are outside of the Clubhouse. Members get together for fun and conversations. This helps me to be more social, to make new friends and it brings me out of my comfort zone. I've been coming to Clubhouse a lot more during regular hours. Before, I did a lot of isolating. One of the members has encouraged me to get out of my comfort zone and she is a big support. The staff sat in with me on a phone conference with the Housing Authority for an apartment in which I got. Since I've been coming to Clubhouse I have a purpose in life, my self-esteem is better and I have structure in my life.

Charly P.

Public Hearing Speech 2022

My name is John Curren and I am glad and I am able to go to a friendly place like Spring City Corner Clubhouse. It gets me out of my apartment. I signed up to go bowling and out to eat. There are some friendly people there. At Clubhouse they have some really good meals at a really good price, I only pay \$2.00. I'm glad today we had police officers visit us for their CIT training. I like to take nice walks with staff and members.

Have a nice day, John Curren

Public Hearing Speech 2022

The reason I go to Spring City Corner Clubhouse and Friendships Unlimited. I go to Clubhouse to find work, it's a place to go and they help me with work related stuff.

I get fellowship at both Clubhouse and Friendships Unlimited. Where I get and give support. I go to Friendships to get and give support and both of these programs are very beneficial to the mentally ill.

A loss of anyone of these clubs, would be bad for the mentally ill, and for the citizens of Waukesha.

I am grateful to God for these two programs. They are a necessity for Waukesha. They have helped me for many years.

Thank You, David Moore

Public Hearing Speech

Spring City Corner Clubhouse is very important to me. Not only do they support employment, they maintain a very positive environment. This alone is so important for healthy mental health growth.

Everyone needs to feel accepted and be able to feel good emotionally. Clubhouse offers all of this. Some of the activities include House Meetings, extended hours (like going to movies, bingo and crafts.) We make lunches and go for walks.

Without Clubhouse I would be very sad and depressed. Nothing but good things to say about Clubhouse.

Thanks to all and the staff for your support.

Elyse Nobler

PUBLIC HEARING SPEECH 2022

SPRING CITY CLUBHOUSE GIVES ME A PLACE TO GO EVERYDAY. I LIKE GOING IN THE AFTERNOONS. CLUBHOUSE GIVES ME USEFUL TASKS TO DO AND ALSO I TEACH THEM TO OTHERS. SOME OF THE FAVORITE TASKS ARE MY FAVORITE ARE DOING REACHOUT, SHREDDING. AND WORKING ON BULLENTIN BOARDS. ALSO, I STARTED DOING FILING AND THAT WAS MY PREVIOUS JOB. I ENJOY THE MEMBER LED EXTENDED HOURS; GOING OUT TO EAT, BOWLING...I ENJOY THE EXTENDED HOURS THAT ARE STAFF LET RIGHT AT THE CLUBHOUSE SUCH AS; COLORING EASTER EGGS, TIE DYE AND ETC.

KAREN Z.

I recently started coming to the clubhouse on a regular basis. I was accepted into the temporary employment program at Zilli hospitality group. I work Monday Wednesday and Friday. I had panic attacks the last two Mondays but I have been working with the team at clubhouse to manage the symptoms. Wednesday was my first day working alone and I had no panic attack! I am so grateful for clubhouse for making me feel supported. We just had an employment dinner where everyone talked about their jobs and gave valuable feedback on how to improve. Topics like mindful breathing and journaling have become a part of my daily routine. Thank you for the opportunity to share about how clubhouse has benefited my life.

Blake

Hello my name is Maija Hoh. I have been coming to Spring City Clubhouse for 3 years. Spring City Corner Clubhouse has given me Friendship. We have been working really hard on learning employment/ education skills so members can teach or help other members. I have learned many new skills like Indeed (looking for jobs), the daily circular, newsletter, reach out and outreach. I also go with Sharon to speak for the United Way about our Clubhouse.

The Clubhouse has taught me how to be independent and also to work with others. Most importantly the Clubhouse has taught me to be myself and not hide from others. I've learned a lot about technology and other aspects of the clerical department. Clubhouse helps me by staying connected on zoom when I can't come in. I learned other members need me just like I need them. I enjoy both getting phone calls and making phone calls to other members.

Another area of the Clubhouse that I have been working on is teaching Wellness classes to other members. The classes I taught was How to Make a Mental Health Tool Box and How to Make Coloring Pages. Members really liked them and found them to be helpful. It helped me expand my comfort zone. I was very proud of myself because I did something I was told most of my life I could never do.

I learned that Clubhouse is a really good place to be for my mental health because it keeps me out of my head and out of myself which I found out is not a good place to be. The support of staff and other members really helps me get through my day to day life.

Maija Hoh

Lukas' Public Hearing Speech for Clubhouse 2022

When I first came to Clubhouse in 2013, I was in very bad mental and physical shape, having recently attempted suicide and been diagnosed with anxiety, depression, schizoaffective disorder, and mild autism. Clubhouse helped me get back on my feet, improve my work ethic, and find and keep a job. Clubhouse has shown me how much fun we can have when we are in a supportive environment where everyone feels comfortable being their own goofy selves. I try to help create that kind of environment at my job and support groups, and it's working, and my life is becoming much more fun, positive, and peaceful. I've become a coleader in my support groups. I've held my catering job for over four years now. Even though I don't feel like I'm ready to take on a leadership role for my catering job, I was recently invited to a leadership meeting for my company for the first time. Clubhouse has helped me transform from a shy shut-in with poor work ethic into an outgoing leader who genuinely enjoys helping others.

Clubhouse itself has transformed as well. It is now an official accredited Clubhouse and is constantly improving and adding new programs. Clubhouse is starting another Temporary Employment program, where Clubhouse helps one of its colleagues work a job for a few seasons, this time with my work, and it's going great so far. My job and Clubhouse are very excited, and I am starting to work with a clubhouse colleague. I look forward to an ever brightening future with Clubhouse!

A handwritten signature in black ink that reads "Lukas Ortega". The signature is written in a cursive style with a large, stylized 'L' and 'O'.

Speech by Karen Davis

Spring City Corner Clubhouse is a place that fits my needs. For me I was depressed on and off most of my life. Also sprinkle in a bit of mania which later in my adult life. I was diagnosed with Bipolar disorder. In my life I just kept trying to go on. Some days were very lonely. Then I was introduced to my clubhouse about four years ago. Taking the tour and listening to clubhouse members I was glad I was going to be a part of not just a building but people who could help me.

These are some of needs that are met at my clubhouse, connecting with others who have mental illness, being able to work in the kitchen with other members, being part of meetings where my thoughts matter, creating cards and bulletin boards for members, being a part of afterhours activities, my favorite is Karaoke, and my clubhouse is great for my emotional recovery.

What I learned during a work order day is great for my mental health is putting together a circular, like our daily newspaper. This is so cool that I can do this. Then it is put into our member Facebook Group. I do reach out to members who haven't been coming in and maybe lonely perhaps. I really feel great when someone comes to the Clubhouse who I reached out to.

Spring City Corner Clubhouse is a successful place for my recovery needs to be addressed. My clubhouse is very important place for my mental health.

Clubhouse provides me with both a social aspect and a work environment. I have been a member for 11 years. During this time I have not been hospitalized and I attribute that to God, my Service Facilitator, medications, and Clubhouse. Clubhouse provided me with a part-time job. I have been working at this job for 8 years now. I feel a sense of worth when I am at Clubhouse and as I go through my day.

Matthew Towers

Public Hearing Speech 2022

Shari S.

Thank You for taking the time to listen to my story and how Spring City Corner Clubhouse has helped me in my recovery.

My name is Shari and I have been a Clubhouse member for 11 years. I am a mother, grandmother and great grandmother.

In the past years I have been very involved and active in the Clubhouse and it has helped me to grow in my recovery. I have been involved with our Extended Hours “member and staff led.” I enjoy these extended hours I not only get to know the members inside the Clubhouse, but outside of the Clubhouse.

In the last 18 months. I have done the following:

- I helped with Clubhouses Accreditation which is a huge step for Spring City. A lot of work goes into this. Clubhouses are nationwide and they have standards they must follow.
- I have helped with many tours and have spoken to police officers that are going through their Crises Intervention Training from the City and County of Waukesha.
- I have joined in and have spoken to Waukesha Memorial Hospitals Behavioral Health’s as well as Waukesha County’s Health and Human Services Crises Center and Waukesha County’s Mental Health Inpatient staff unit.
- I’m on Spring City’s Advisory Board. This is a first for me and a first for Spring City. This is a learning experience for me and it will certainly help me in my future.
- Also, I was part of the International Clubhouse Seminar via zoom. That was a weeklong seminar.

A few weeks ago I attended a 2 week Comprehensive Training Seminar at Genesis Club in Worcester, Massachusetts with a staff member. It was a lot of work, but I learned so much. I’m excited to present everything I learned on August 24th to the staff, members and to the community. I not only learned how to strengthen and move our Clubhouse forward I also

learned how important Clubhouses are in member's recovery. I learned how to help make our Advisory Board Stronger and how to recruit more board members. At the Seminar I made so many new friends and that warms my heart.

I'm a go getter. I take pride within myself. I like to help others, I like to learn new things and I like to help and encourage others as well as others s helping and encouraging me.

My recovery is important to me and since I've been coming to Clubhouse my life has been more positive. When I hit that bump in the road I tell myself I can either dwell on it or let it go and move forward. Thank You for funding this much needed program. Not only have I seen the growth within myself. I have also seen the growth within others.

Public Hearing Speech 2022

Good morning my name is Tony Bacon and I am a member of Spring City Corner Club House.

To me over all Clubhouse is a program offering reconnection to social and empowering structure.

Mental illness is an issue each member struggles with and clubhouse offers hope for members that

Seek to regain self-respect, meaning and better perspective in a sometimes painful and very anguishing mental illness that can confuse better judgement and decision making. Clubhouse helps me avoid isolation, loneliness, invertedness and depression. The compassion, patience and understanding that staff and members demonstrate make a difference in the confidence a person regains.

I, Patrick A. Zupke, am grateful to be a member of Spring City Clubhouse. They have bent over backwards for me. I will continue to do my best with this important agency. Success is all up to me. Thank you Waukesha County for funding this wonderful place.

PUBLIC SPEAKING SPEECHES 2022

Marie U.

Through my experience with the Spring City Corner Clubhouse, I have learned a lot about many things. First, the staff and the members are very friendly. They will take time to listen to what you have to say. I have been encouraged to keep going when times get rough. They care and help me to figure out the problems no matter what they are.

Second, the job tasks are very productive. I like to cook in the kitchen and serve lunches, which are \$2 for a large portion. I like to clean bathrooms and the rooms at the Clubhouse. Also, I like to work in the Clerical Department. I like to reach out to members who have not been showing up to let them know they are always welcome back. I like extended hours and have had a lot of fun with others outside the hours that the program is scheduled, such as Karaoke Night, Craft Night, Bowling, Bingo, out to eat, and to the movies. I have socialized in many ways.

I am in the process of working at a TE (Transitional Employment) for 9 hours with a set schedule at Linden Grove. I help serve lunches in the dining room. I have many talents in the kitchen. I like washing dishes, wrapping silverware, and busing tables as well as other duties. The Management and Staff are very friendly and patient. This makes me feel good. With the help of the Clubhouse, and my TE position job at Linden Grove I am learning how to work in the Community and serving others in a very positive and productive way.

I want to say Thank you to everyone who has helped me come this far in my life and in my Career.

With Love for the Clubhouse.

Marie U.

Public Hearing Speech

Cheryl Kiedrowski

I like coming to Clubhouse because it keeps my mind occupied. I feel comfortable coming here because my colleagues are kind and supportive. I enjoy helping Members that are new or have not been here for a while and showing them how to do things. Coming to Clubhouse people know they are not alone. Everyone is very understanding of each other's mental illness and are always welcoming to others.

Spring City Corner Clubhouse 2022

I appreciate Clubhouse because it keeps me sane. The members are caring and compassionate and the staff are always helpful and kind. When I go home from Clubhouse I feel like I have accomplished something. Sometimes I just need someone to notice me. I find that validation at Clubhouse almost always there is some free food available for the taking. My mental illness (paranoid schizophrenia) has now been joined with another Dementia and Alzheimer'. Although, I have a grim future dealing with these two illnesses I take comfort from having so many great friends at Clubhouse. They always have time for me to chat or to share their burdens. What I like most about Clubhouse is that it is free and available almost 24-7. As the saying goes, "if it fits, it chips." So if one needs others, this is where to find them. Presently I mostly do shredding to make waste paper recyclable and cleaning to help keep our workspace nice. I am not functional enough to be trying for a part-time job, but Spring City Corner Clubhouse keeps me hopeful and happy. Thank You for your support. ~Vicky P.

Hello,

05/03/2022

My name is Josh Carriveau and I have been a member of Spring City Corner Clubhouse for 10 years. My journey at Clubhouse has been an uplifting experience. I can truly say I am happy with my life and how Clubhouse and my fellow colleagues have helped in that transition. I come to Clubhouse at least 4 out of 5 days a week. For me it's like a job. I have certain skills to contribute, so do my fellow colleagues and we learn together. I have an associate's Degree in computers and IT so I am able to apply my skills by helping others and in return they may teach me something. It's a symbiotic relationship that I have made into an everyday task. It also shows that even people with mental illnesses (mine is schizzo affective disorder) are just as productive and intelligent as people without mental illness. I might help someone use the computer for the first time and in return they might show me how to do another task. There are many Clubhouses across the country which connects us as people and help address mental health issues nationally. I absorb all the positive energy that Clubhouse generates and this program alone has saved my life. What LSS and Clubhouse are doing for those with mental health issues is amazing. I myself am more confident with certain tasks that others have taught me. Matt has taught me statistics and Jeanette has been helping me cook in the kitchen. Since then I have learned how to follow recipes and cook independently. Staff feels comfortable when it's just me in the

kitchen for short periods of time now. I'm far from a chef, but the practical recipes I have learned, I have been implementing at home and enjoying cheaper meals. It's been fun to use my skills at home. I also have tried to step into the Leader/Member role. With this I can help members doing various tasks and roles in the work ordered day. It also helps me learn new tasks by going out of my box and finding things to do to help the both of us, the member and myself. I have also learned patience. Clubhouse helps A LOT of people even in their everyday life. Sharon helped me break out of my shell the first 6 months at Clubhouse and without her and my colleagues I wouldn't be such a social butterfly. One solid example is intelligence is not defined by mental health issues. We can and we are doing everything a person without disabilities are doing. We as people are not defined by labels, instead it is what we do that makes a difference.

Sincerely,

Josh Carriveau

WOW, Since 1998. Spring City Corner Clubhouse. YES.

Best regards to the Waukesha County Board, please take a moment to read the following story about my journey and about the significance of Spring City Corner Clubhouse.

Late 1984, I ran a Coffee Service Co, a family business in Milwaukee then stress hit and what happened next was a mental health condition. I was hospitalized in a locked ward for a month. After, a Residential Treatment Facility I lived for 10 months I was on my own in a new town.

The care nurturing from others who have mental health conditions and from mental health care professionals was awesome: still is.

The Waukesha County Programs, such as Lutheran Social Services Friendship Unlimited and Spring City Corner Clubhouse were lifesavers and helpful to my recovery: still are. I will explain why, a safe place to go to to flourish and to grow. Spring City Corner Clubhouse began in 1998 with a dream by professionals and clients who wanted to have a place where a work ordered day was available for those individuals who needed to feel worthy: learn skills, be employed, educated. I was a planning member in 1998 and I saw Spring City Corner Clubhouse open in 1999. Yes, it happened and many colleagues have grown. Colleagues who returned to the workforce, volunteer, and went on to college to fulfill their goals dreams: I am one.

I, May of 2014 graduated from Alverno College, a Bachelor of Arts degree in Professional Communication. The

Clubhouse helped with this dream because I received computer training, study skills, wellness tips, and study time. Yes, Clubhouse allowed me to study during spare moments. Clubhouse is crucial to the community, helping many people with mental health conditions daily. People can recover with help, tenacity, and a strong work ethic. The USA was founded on the principle of work and strength.

I personally think I never thought I'd have a mental health condition, but it's reality. It's reality that the Clubhouse has been in existence since 1999, I hope that the dreams of many people with mental health conditions will have the opportunity to grow and flourish.

What is in the future plans for Clubhouse: technology. I enjoy personally the art of photography and I plan to teach photography skills at Clubhouse. Clubhouse utilizes the skills from colleagues. Yes, life is an education always and I plan to learn the basic skills of an IPAD while teaching photography basics. Wow, how cool. Clubhouse is cool.

A warm thank you for the opportunity have given me to express my appreciation to you, the Waukesha County Board. Thank you for the financial support, given all the years. Many more years to come, that's cool too.

By Judith C.

What I get From Going to Clubhouse

Being a member of Spring City Corner Clubhouse has helped me come out socially and meet new friends. I find it provides a place to go so I am not in my apartment. Each time I attend the Clubhouse I find I am able to try something new. I have learned to use new equipment and technology. My last Clubhouse meeting I learned to use the photocopier machine, my computer skills are improving through looking up information for the newsletter and signing in and out with the new computer in the snack shop. Doing jobs in the Clubhouse has helped me feel more valuable as a person. I also like doing filing. I like the feeling of helping out an origination.

Since I see a psychiatrist, attending meetings has helped me become aware of problems that people have with mental health. I have learned much about the issue of mental health.

The Clubhouse has outings for members to involve socially. I have enjoyed attending a few of these and have had fun. Also, much more aware of charitable organizations by being a Clubhouse member,

The staff has been able to help me learn new things and come out of myself socially. Attending the lunches has been nice because the meals are good tasting. Sometimes the lunch meals act as a main meal. It is a nice to be part of a social setup. What's nice the meals are only \$2.00. A lot of the meals are nutritious.

I enjoy sharing something positive from the previous day at our unit meetings. My awareness of city events, activities and opportunities have improved.

Ellen G.

Clubhouse is becoming a great resource for me. I am meeting all kinds of new & interesting people & I can select the jobs I would like to do. These give me a new meaning & purpose in my life. The picnic lunches by the the library park are wonderful and relaxing as well. I can't wait to start working out in it. Short and Sweet Love. Mary T.

I like to come to Clubhouse because I learn the skills needed for a job. Also, it gives me the idea that I should get into a routine and rhythm of working. It has helped me in the past with my schooling at W.C.T.C. It helps me with the disciplines of daily routine. If I need any help with anything, the staff is always there to help me. Lisa H.

Public Hearing Speech

Spring City Corner Clubhouse is very important to me. Not only do they support employment, they maintain a very positive environment. This alone is so important for healthy mental health growth.

Everyone needs to feel accepted and be able to feel good emotionally. Clubhouse offers all of this. Some of the activities include House Meetings, extended hours (like going to movies, bingo and crafts.) We make lunches and go for walks.

Without Clubhouse I would be very sad and depressed. Nothing but good things to say about Clubhouse.

Thanks to all and the staff for your support.

Elyse Nobler

I have been coming to the Clubhouse for thirteen years. All the people in the staff have been helping me a lot. I type on the computer very often. I like to do that. I do a lot of shredding. I do crossword puzzles. I go to the meetings in the church and I talk about things and what I do during that day. All my activities that I do, I have big time support from my wife. Mental illness bothers me so I don't know how to go shopping. I have difficulties to manage money and also I have a lot of difficulties finding my clothes. So my wife helps me a lot that way. I like soccer games, baseball, hockey, volleyball and other sports.

Dragan

Spring City Corner Clubhouse: Where Healing And Wholeness Reigns

By Kenny K

I have been a member of Spring City Corner Clubhouse in Waukesha for nearly five years now. The difference it has made in my life is undeniable.

When I first arrived at the Clubhouse I was a broken man. I was unemployed, nearly homeless, not taking care of my physical, emotional and mental self, and was even feeling suicidal. Life for me was on a trajectory of self-destruction.

The staff at Clubhouse excavated me from the grave I was digging for myself. With kindness, warmth and understanding they guided me thru my dark depression, gave me a renewed hope that I can achieve better for myself, and pointed me in the right direction to healing and happiness again.

The members of Clubhouse were equally supportive. They understood the peril I was in and gently steered my ship to safer waters. They were my lifeboat during my fierce storm at sea..

Eventually I was able to get back on solid ground and turn my life around. Attending Clubhouse during my rough patch was detrimental to my overall health, not just mentally.

Over the past five years I have had numerous setbacks, still struggling with low self esteem, depression, anxiety and anger issues. Mental health is a process, and I am *still* learning to cope.

However, Clubhouse has been next to me every step of the way. Even during COVID, when the physical Clubhouse was closed, thanks to Facebook ZOOM meetings and emails, I was able to connect with staff. They cast light into my episodes of darkness, and I will be forever grateful to them.

During the COVID outbreak I lost two jobs I dearly loved. I found myself once again unemployed. I spiraled again into a deep depression. I ping-pong balled between various jobs, never finding what felt like "home" to me.

Clubhouse once again came to my aid. Thru their T.E. program I was assigned a position as property caretaker at a senior living apartment complex here in Waukesha.

After the standard six to nine month period for a T.E. the company ended up hiring me as their employee. I am proud to say I have been there two years now, and I plan on being

there for as long as they will have me. I love my job, and I love that Clubhouse believed in me enough to place me in the position.

I cannot express how much of a difference Clubhouse has made in my life. I have made friends there; members *and* staff. I have learned, laughed, played, and experienced so many wonderful things thanks to them.

Most of all they were by my side when I needed someone who could relate to my emotional pain and suffering. Clubhouse gave me the boost I needed to remember my true Self, and reminded me that a damaged psyche is not something permeant. For yours truly, Clubhouse is a safe haven where healing and wholeness reigns.

Public Speaking Ivory J.

The clubhouse to me has been a place of refuge. It's helped me with getting support in finding a job and make friends with people I would have never thought of. The funding for the clubhouse needs to continue. There are people with disabilities who need the support. The support they may not be getting from at home or at work. People who have disabilities want success and happiness just like anybody else. Spring City at times for me has been a home away from home. It helps with social skills, employment, and basic skills. I'm thankful for this place.

What Clubhouse means to me

Spring city clubhouse is a great place to be, you can meet new people and make new friends.

It is a place to go where people understand you and it can be a safe haven when you feel depressed.

The staff is really great here at the Clubhouse.

We have an evening program as well as other things that are always going on in the Club.

I love the Club because it helps me feel like I belong.

Laura Ann Lang

Public Hearing Speech 2022

The reason I come to Clubhouse is to keep me from isolating at my apartment. The members and staff help me and work side-by-side. There are no membership only places.

Laurie H.

Hello,

My name is Sophia Hoggatt and I have joined Clubhouse this summer. Clubhouse has made such a positive impact on my personal life. Each person who walks through the doors walks not into a group of many people, but a community.

Every time I go into Clubhouse, I know I am a part of the community. I have been welcomed with open arms my first few times I have attended Clubhouse. Everyone I interact with makes my day a lot more positive. Community is the difference Clubhouse has given me.

Something else that makes Clubhouse so incredible, is the part where I get to hear others opinions. Although I am 3 plus decades younger than some of the other members they still want to hear what I have to say. I always like to hear what others have to say before I can contribute to the discussion.

Clubhouse is something I look forward to while in downtown Waukesha. My attitude of how I feel before Clubhouse always gets more positive after Clubhouse. Even on days that I work, I still try to make it to the Clubhouse.



Waukesha County

Department of Health and Human Services

Background Information for Privileging Approval of *Debra Check Janisch, APNP*

Introduction: Debra Check Janisch is a practicing APNP with a background in Family Medicine.

Privileges Requested: To practice as a general medicine nurse practitioner at the Waukesha County Mental Health Center Inpatient unit. This position includes assessments, follow-ups, and discharges.

Wisconsin License Issue Date	9/10/2021
Wisconsin License Expiration Date	9/30/2022
Board Certification Status	ANCC certified Family Nurse Practitioner
Graduate School	Alverno College
Graduation Date	May 2021
Prior and Current Professional Experience	<ul style="list-style-type: none">• Waukesha County Mental Health Center• Eye Surgery and Laser Center of Wisconsin• Froedtert Hospital
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



Waukesha County

Department of Health and Human Services

Background Information for Privileging Approval of *John Christianson, MD*

Introduction: John Christianson is a practicing MD with a background in internal medicine and infectious disease.

Privileges Requested: To practice general medicine at the Waukesha County Mental Health Center Inpatient unit. This position includes assessments, follow-ups, and discharges.

Wisconsin License Issue Date	1/31/1986
Wisconsin License Expiration Date	10/31/2023
Board Certification Status	American Board of Internal Medicine certified
Medical School	Medical College of Wisconsin
Graduation Date	May 1983
Residency	University of Cincinnati Hospitals-Straight Medicine internship 1983-1984 University of Cincinnati Hospitals-Internal Medicine Residency 1984-1986 University of Wisconsin Hospital and Clinics-Infectious Disease Fellowship 2001-2002
Prior and Current Professional Experience	<ul style="list-style-type: none">• Waukesha County Mental Health Center• Midwest Infectious Disease Associates SC• Aurora Hospitals in greater metro Milwaukee area• Wisconsin Heart Hospital/Midwest Spine and Orthopedic• Post Acute Medical Hospital• Lifecare Hospital• St. Joseph's Regional Medical Center• Elmbrook Memorial Hospital• Waukesha Memorial Hospital• Community Memorial Hospital
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



Waukesha County

Department of Health and Human Services

Background Information for Privileging Approval of *Jeffrey Follansbee, MD*

Introduction: Jeffrey Follansbee is a practicing MD with a background in anesthesiology.

Privileges Requested: To practice general medicine at the Waukesha County Mental Health Center Inpatient unit. This position includes assessments, follow-ups, and discharges.

Wisconsin License Issue Date	10/24/1991
Wisconsin License Expiration Date	10/31/2023
Board Certification Status	American Board of Anesthesiology
Medical School	American University of the Caribbean School of Medicine
Graduation Date	3/5/1988
Residency	Sinai Samaritan Medical Center 1990-1991 Anesthesiology at Medical College of Wisconsin 1992-1995 Pain Management Fellowship at Medical College of Wisconsin 2002-2003
Prior and Current Professional Experience	<ul style="list-style-type: none">• Waukesha County Mental Health Center• Community Memorial Hospital• Aurora Medical Center• River Lakes Pain & Wellness Center• Great Midwest Pain Center
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



Waukesha County

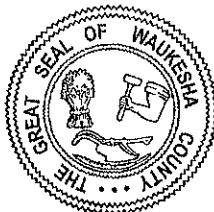
Department of Health and Human Services

Background Information for Privileging Approval of ***Chaz Johnson, MD***

Introduction: Chaz Johnson is a practicing MD with a background in psychiatry.

Privileges Requested: To practice psychiatry at the Waukesha County Mental Health Center Inpatient unit. This position includes psychiatric assessments, follow-ups, and discharges.

Wisconsin License Issue Date	2/12/2019
Wisconsin License Expiration Date	10/31/2023
Board Certification Status	American Board of Psychiatry and Neurology certified
Medical School	Ross University
Graduation Date	May 2016
Residency	<ul style="list-style-type: none">• Western Michigan University Psychiatry Residency• Medical College of Wisconsin and Affiliated Hospitals Child and Adolescent Fellowship
Prior and Current Professional Experience	<ul style="list-style-type: none">• Waukesha County Mental Health Center• Centerpointe Recovery Center• Community Mental Health of St. Joseph County
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



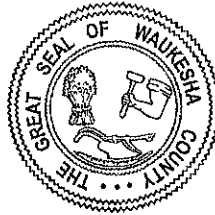
Waukesha County
Department of Health and Human Services

Background Information for Privileging Approval of
Mollie Klein, APNP

Introduction: Mollie Klein is a practicing PMHNP-BC with a background in psychiatric-mental health.

Privileges Requested: To practice as a psychiatric nurse practitioner at the Waukesha County Mental Health Center Inpatient unit. This position includes psychiatric assessments, follow-ups, and discharges.

Wisconsin License Issue Date	9/27/2013
Wisconsin License Expiration Date	9/30/2022
Board Certification Status	ANCC Certified
Graduate School	Marquette University
Graduation Date -	May 19, 2013
Prior and Current Professional Experience	<ul style="list-style-type: none">• ProHealth Care• Advanced Pain Management• Mobile Home Health Agency• Froedtert Menomonee Falls Hospital
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



Waukesha County

Department of Health and Human Services

Background Information for Privileging Approval of ***Manfred Kreuzpaintner, MD***

Introduction: Manfred Kreuzpaintner is a practicing MD with a background in anesthesiology.

Privileges Requested: To practice general medicine at the Waukesha County Mental Health Center Inpatient unit. This position includes assessments, follow-ups, and discharges.

Wisconsin License Issue Date	9/19/1990
Wisconsin License Expiration Date	10/31/2023
Board Certification Status	American Board of Anesthesiology
Medical School	University of Santiago
Graduation Date	2/8/1986
Residency	<ul style="list-style-type: none">• St. Luke's Medical Center Internship and Residency• Medical College of Wisconsin Anesthesiology Residency
Prior and Current Professional Experience	<ul style="list-style-type: none">• Waukesha County Mental Health Center• Aurora Health Care• Aurora Sinai Medical Center• St. Joseph's Hospital• St. Francis Hospital
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



Waukesha County

Department of Health and Human Services

Background Information for Privileging Approval of ***Rada Malinovic, MD***

Introduction: Rada Malinovic is a practicing MD with a background in psychiatry.

Privileges Requested: To practice psychiatry at the Waukesha County Mental Health Center inpatient unit. This position includes psychiatric assessments, follow-ups, and discharges.

Wisconsin License Issue Date	9/9/1994
Wisconsin License Expiration Date	10/31/2023
Board Certification Status	No board certification
Medical School	University of Wisconsin
Graduation Date	May 1993
Residency	Sinai Samaritan Medical Center 1993-1997
Prior and Current Professional Experience	<ul style="list-style-type: none">• Waukesha County Mental Health Center
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



Waukesha County

Department of Health and Human Services

Background Information for Privileging Approval of *William Seymour, PhD*

Introduction: William Seymour is a practicing psychologist with a background in psychology.

Privileges Requested: To practice psychology at the Waukesha County Mental Health Center Inpatient unit. This position includes psychiatric assessments, follow-ups, and discharges.

Wisconsin License Issue Date	11/14/2002
Wisconsin License Expiration Date	9/30/2023
Graduate School	University of Wisconsin Madison
Graduation Date	August 22, 1999
Prior and Current Professional Experience	<ul style="list-style-type: none">• Waukesha County Mental Health Center• Integrated Development Services LLC• Children's Hospital of Wisconsin/Medical College of Wisconsin• National Health Service Corps• Psychology Associates of Fountain Hills• Mesa Public Schools• Tempe School District No. 3
Continuing Medical Education Status	Current
Background and Reference Checks	Complete



Mission Statement

Waukesha County is committed to serving adults and their families with issues of aging and/or disability. We will provide information, assistance, and education to promote independence and improve quality of life, while offering choices to the consumer. Our goal is to advocate for and affirm the rights, dignity, and value of individuals served while limiting risk to those most vulnerable.

WISCONSIN STATUTES/ACTS GUIDING OUR WORK

- Chapter 46.283 Resource Centers
- Chapter 46.80/81/82/87 Aging/Benefit Specialist/Aging Unit/AFCSP
- Chapter 46.90 Elder Abuse Reporting System
- Chapter 54 Guardianships
- Chapter 55 Protective Service System
- Chapter 85.21 Specialized Transportation
- Federal Older Americans Act
- Wisconsin Elders Act

FUNDING SOURCES FOR SERVICES

Older Americans Act

- ▶ Supportive Services
- ▶ Nutrition
- ▶ Caregiver Support
- ▶ Preventive Health

State Funding

- ▶ ADRC Contract (federal Match)
- ▶ Specialized Transportation
- ▶ Alzheimer Family Caregiver Support Program
- ▶ Elder Abuse and Neglect
- ▶ Dementia Care Specialist
- ▶ Elder Benefit Specialist
- ▶ Disability Benefit Specialist

County Tax Levy

- ▶ Homemaker/Adult Day Services
- ▶ Adult Protective Services



STAFF CAPABILITIES: What related knowledge, skills and competencies do staff need that can be addressed through training?

ADRC Specialists

- ▶ Human Service/Social Work
- ▶ Alliance for Information Resource Specialist Certification for I and A staff
- ▶ Long Term Care Functional Screen Certified
- ▶ Motivational Interviewing skills
- ▶ Trauma Informed Care
- ▶ Assessment skills
- ▶ Engagement skills
- ▶ Knowledge of community resources
- ▶ Good written skills

APS Certified Social Worker

- ▶ Knowledge of Ch 46.90/54/55
- ▶ Experience in Court matters
- ▶ Trauma Informed Care
- ▶ Assessment skills
- ▶ Engagement skills
- ▶ Knowledge of community resources
- ▶ Good written skills

Senior Dining Manager

- ▶ Serving Safe Food Certified

Nutrition Program Manager

- ▶ Registered Dietitian

ADRC PROGRAMS AND SERVICES



SINGLE POINT OF ACCESS

Information and Assistance
Options Counselling
Transportation options
Community resources
Benefit Specialists



AGING SERVICES

Nutrition Support
Non-medical in-home supports
Caregiver Support
Healthy Aging
Dementia Care Specialist



LONG TERM CARE PROGRAMS

Enrollment in publicly funded Long Term Care programs
Youth Transition



ADULTS & ELDER AT RISK

Address calls of concern related to:

- Adults at risk
- Elder Abuse
- Self-Neglect
- Financial Abuse
- Court Services



RESOURCE CENTER

- ▶ During 2022 assisted 7,045 unduplicated consumers
- ▶ Most frequent topic areas:
 - Long Term Care Programs
 - Food
 - Caregiving
 - Assisted Living Housing
 - Alzheimer/Dementia
- ▶ Enhanced Options Counseling
- ▶ Since 2019 we have seen increases of 42.5% in dementia consults and 46.8% increase in caregiver support conversations.

BENEFIT SPECIALISTS

Elder Benefit Specialists

- ▶ Assisted 557 individuals (YTD)
- ▶ Monetary impact = \$2.6 million
- ▶ Resumed in person trainings
 - ▶ Welcome to Medicare
 - ▶ Community Outreach
 - ▶ Open Enrollment (October - December)

Disability Benefit Specialists

- ▶ Assisted 798 individuals (YTD)
- ▶ Monetary Impact = \$1.13 million
- ▶ Planning for community outreach presentations this fall

DEMENTIA CARE SPECIALIST



- ▶ Hired a second part time DCS
- ▶ January - August 2022 = 122 individual family consults
- ▶ Community Dementia Education sessions
- ▶ Staff Dementia Capable Education
- ▶ Conducts Savvy Caregiver Classes
- ▶ Conducted 6 Memory Screen events (42 screens)
- ▶ Support for Memory Cafes
- ▶ Began a “young onset” CG support group
- ▶ Dementia Challenging Behavior Initiative

MARKETING EFFORTS



- ▶ Interior Bus ads Waukesha Metro (English and Spanish)
- ▶ Newspaper and Magazine Ads
- ▶ Oconomowoc Performing Arts Center program
- ▶ Facebook and Nextdoor (NEW!)
- ▶ Outreach events resume
 - Senior Fairs
 - Health Fairs
 - National Night Outs
 - Transition Fairs
- ▶ Billboard

AGING SERVICES (60+)

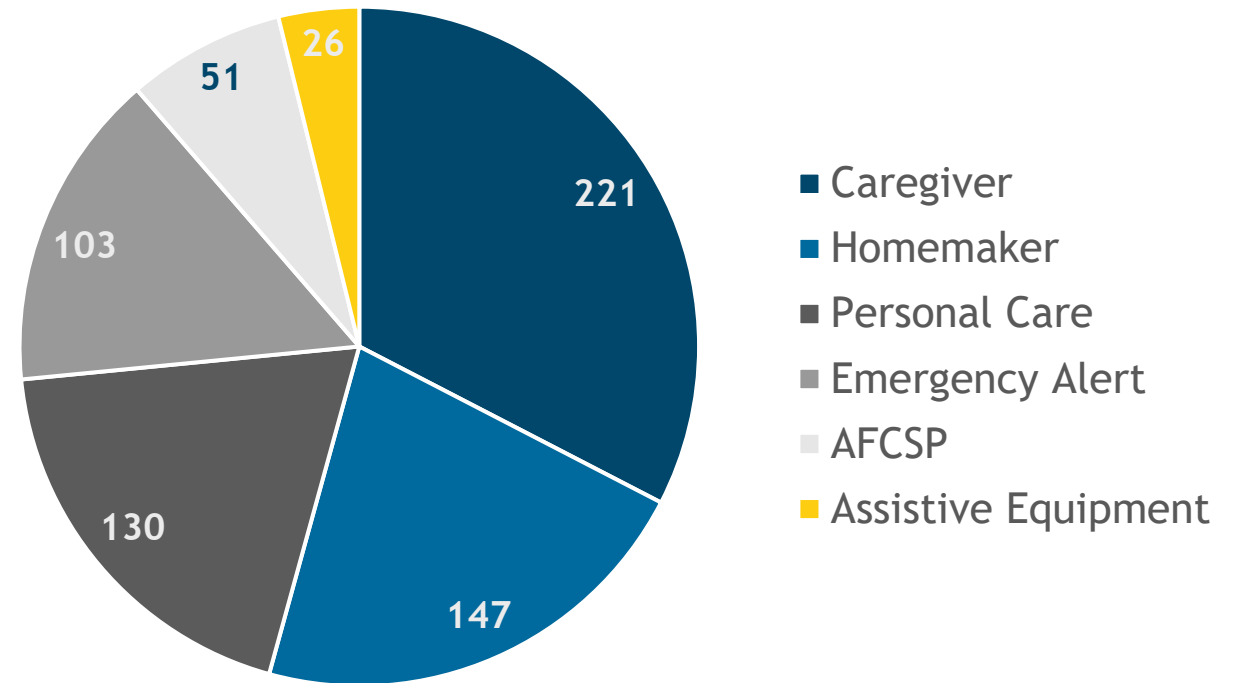


- ▶ In home assessment
- ▶ Determine eligibility/need for services
- ▶ In home supports: personal care, homemaker, Emergency Alert
- ▶ Caregiver Support
- ▶ Healthy Aging
- ▶ Senior Dining/Home Delivered Meals
- ▶ Specialized Transportation

AGING SERVICES

- ▶ Jan- August 2022 = 636 new referrals
- ▶ Jan - Dec, 2021 = 695 referrals
- ▶ 6 ADRC Specialists work 50% of their time in this area
- ▶ Additional ARPA funds to support programs and services

Aging Services Requests



SENIOR DINING

- ▶ Celebrated 50th anniversary of Federal Nutrition Program
- ▶ 5 dining centers reopened
- ▶ Meals served increased since beginning of year to an average of 650 meals per day
- ▶ Preliminary exploration on restaurant model
- ▶ Face to Face Assessments for Home Delivered Meals





SPECIALIZED TRANSPORTATION

- ▶ Jan -June 2022 = 25,719 rides
- ▶ Accessible Van service cost increase
- ▶ Consultant hired for Internal review of the ADRC's specialized transportation program
- ▶ Final report distributed to all of ADRC's transportation providers and key partners and stakeholders
- ▶ ADRC will be closely reviewing recommendations and determine next steps
- ▶ Rideline RFP completed in August and vendor selection underway

HEALTH PROMOTION/DISEASE PREVENTION PROGRAMS

In person and virtual with community partners

- ▶ Stepping ON
- ▶ Living Well with Chronic Conditions
- ▶ Living Well with Diabetes
- ▶ Powerful Tools for Caregivers
- ▶ Cup of Health presentations
 - ▶ In collaboration with Public Health
- ▶ Boost Your Brain
- ▶ Strong Bodies
- ▶ Chronic Pain Self-Management
- ▶ Senior Farmer Market Vouchers

LONG TERM CARE PROGRAMS

- ▶ Jan - June 349 Functional Screens completed.
- ▶ Successful Upfront options counseling attributes to a high number of individuals found eligible (93%)
- ▶ Successful desk reviews of certified screeners
- ▶ February, 2023 certified screen test for all existing screeners.
- ▶ No disenrollments due to Public Health Emergency



YOUTH TRANSITION



- ▶ 65 Youth Transition referrals from Children's Division in 2022
- ▶ Enhanced collaboration with Children's division for smooth transition
- ▶ Developed community presentations for families
 - ▶ Informational sessions
 - ▶ Guest presenters (Vocational Rehab, Guardianship, Special Needs Trust)
 - ▶ Collaboration with Clinical Services for evaluations to assess need for alternate decision making

LONG TERM CARE PROGRAM OPTIONS

Managed Care Options

- ▶ Community Care, Inc
- ▶ MyChoice Care Wisconsin
- ▶ Includa
- ▶ Community Care - PACE
- ▶ CC and CW Partnership

IRIS Options

- ▶ TMG
- ▶ Advocates for You
- ▶ Connections
- ▶ First Person



ADULTS AND ELDERS AT RISK

- ▶ January - August 2022 = 777 calls
- ▶ Results of these calls:
 - information only
 - outreach
 - investigations = 222
- ▶ Financial Abuse Investigations remain the most frequent report
- ▶ Financial Abuse Specialist Team remains active
- ▶ Education to Law Enforcement

VOLUNTEERS

▶ HHS Department

- AODA group volunteers
- Volunteer rides
- Victim Team Impact Volunteers



▶ ADRC Division

- 360 unduplicated volunteers
- 100 new volunteers in 2022
- 15 volunteers who ended their service
- Jan - Aug 2022 = 14,650 hours of service
- Valued at \$372,000

COMMUNITY MEETINGS INVOLVEMENT



- ▶ Interdisciplinary Team (I Team)
- ▶ Dementia Challenging Behavior Initiative (DCBI)
- ▶ Financial Abuse System Improvement (FASI)
- ▶ Caregiver Coalition
- ▶ Caregiver Connection Grant Steering Committee and workgroup
- ▶ Waukesha County Dental Coalition
- ▶ Waukesha County CHIPP
- ▶ Senior Review Committee
- ▶ Mental Health/AODA Committee
- ▶ Heroin Task Force
- ▶ Suicide Prevention Initiative
- ▶ Various State meeting involvement - APS/ADRC/Aging



WHAT IS NEW IN 2022

- ▶ Redesign of ADRC Call Center - 5 Information lines/ 1 reporting line
- ▶ Revised workflow processes
- ▶ Outreach to at risk individuals
- ▶ New internal committees (DEI, DIG, TIC)
- ▶ Dementia Friendly - Waukesha County
- ▶ World Elder Abuse Awareness Day event - Focus on Social Isolation
- ▶ ADRC Division Operational Plan
- ▶ County Aging Plan work



2022-2023 ADRC OPERATIONAL PLAN

▶ Division Wide

- Advocacy Efforts
- Trauma Informed Care Initiatives
- Hispanic Outreach
- Increased efforts to address social isolation
- Identify ADRC role in Housing assistance
- Outreach/Training for Law Enforcement and First Responders
- Dementia Capable training for ADRC staff
- Improve communication across division
- Education to all ADRC staff on Youth Transition

▶ Program Specific

- Develop guardianship referral process
- Reopen additional Senior Dining Centers
- Open restaurant dining option
- Implement screening and provide resources to those at high nutrition risk
- Evaluate transportation consultant recommendations
- Expand out of county rides
- Evaluate corporate guardianship program
- Clarify roles and responsibilities of APS and Corporation Counsel in Ch 54/55 matters
- Evaluate APS intake functions and develop QA process
- Expand Benefit Specialist outreach
- Evaluate current caregiver opportunities
- Evaluate current Dementia Friendly Community Structure
- Resume Caregiver Coalition
- Evaluate effectiveness of Aging Services Processes
- Long Term Care Function Screen continuing education

STAFF RECRUITMENT

APS

- 3 new social workers
- unfilled HSS Specialist position

Resource Center

- 2 new supervisors
- 8 new ADRC specialists
- 1 Part Time Dementia Care Specialist

Vacancies remain in

- Part Time Caregiver Support
- Senior Dining Managers
- Full Time ADRC Specialists - (2)
- LTE ADRC Specialist

EXTERNAL FACTORS THAT INTRODUCE CHALLENGES:

- Lack of Residential and skilled nursing facilities
- No or minimal increases in funding levels
- Growing senior population
- Increased complexity of consumers
- “Aging in Place”
- Social Isolation
- Increased Financial Abuse/scams/frauds

ADRC
Aging & Disability Resource Center
of Waukesha County

AGING & DISABILITY RESOURCE CENTER
(262) 548-7848

LAMAR

2600



Aging & Disability Resource Center
of Waukesha County

Thank You!

