Wisconsin Counties Association

ANNUAL CONFERENCE & Exhibit Hall 2022

SUPPER CLUB · Genuine · HANDCRAFTED 2022 WCA ANNUAL CONFERENCE · Wisconsin Counties Association ·

2:15 - 3:15 PM

Providing for Our Aging Population

RACINE COUNTY

Needs-Driven Solutions for Vulnerable Seniors

Presenters:

Hope Otto, Human Services Director

Michelle Goggins, Behavioral Health Services Administrator

Travis Richardson, Data and Performance Analytics Director

Racine County
WISCONSIN

Getting Started With Data

- **USE DATA TO DRIVE CURIOUSITY**

  10,000 baby boomers turn 65 years old everyday

- **DON'T BE AFRAID OF WHAT YOU FIND**

- **EARLY IDENTIFICATION AND INTERVENTION**

- **MORE PRECISE INVESTMENTS AND RESOURCE ALLOCATION**

Traditional Service Model

Consumer enrolls in aging **or** mental health-related program

Consumer receives services and funding specific to program

Consumer is not holistically assessed and served

Symptoms of Crisis

Presenting characteristics

⚠ **Mental Health Challenges**

Reduction in psychological or emotional well-being

⚠ **Abandonment**

Desertion by anyone with a duty of care

⚠ **Exploitation**

Theft, fraud, misuse or neglect of authority, and use of undue influence as a lever to gain control over an individual's money or property

⚠ **Neglect**

A caregiver's failure or refusal to provide for safety, physical, or emotional needs
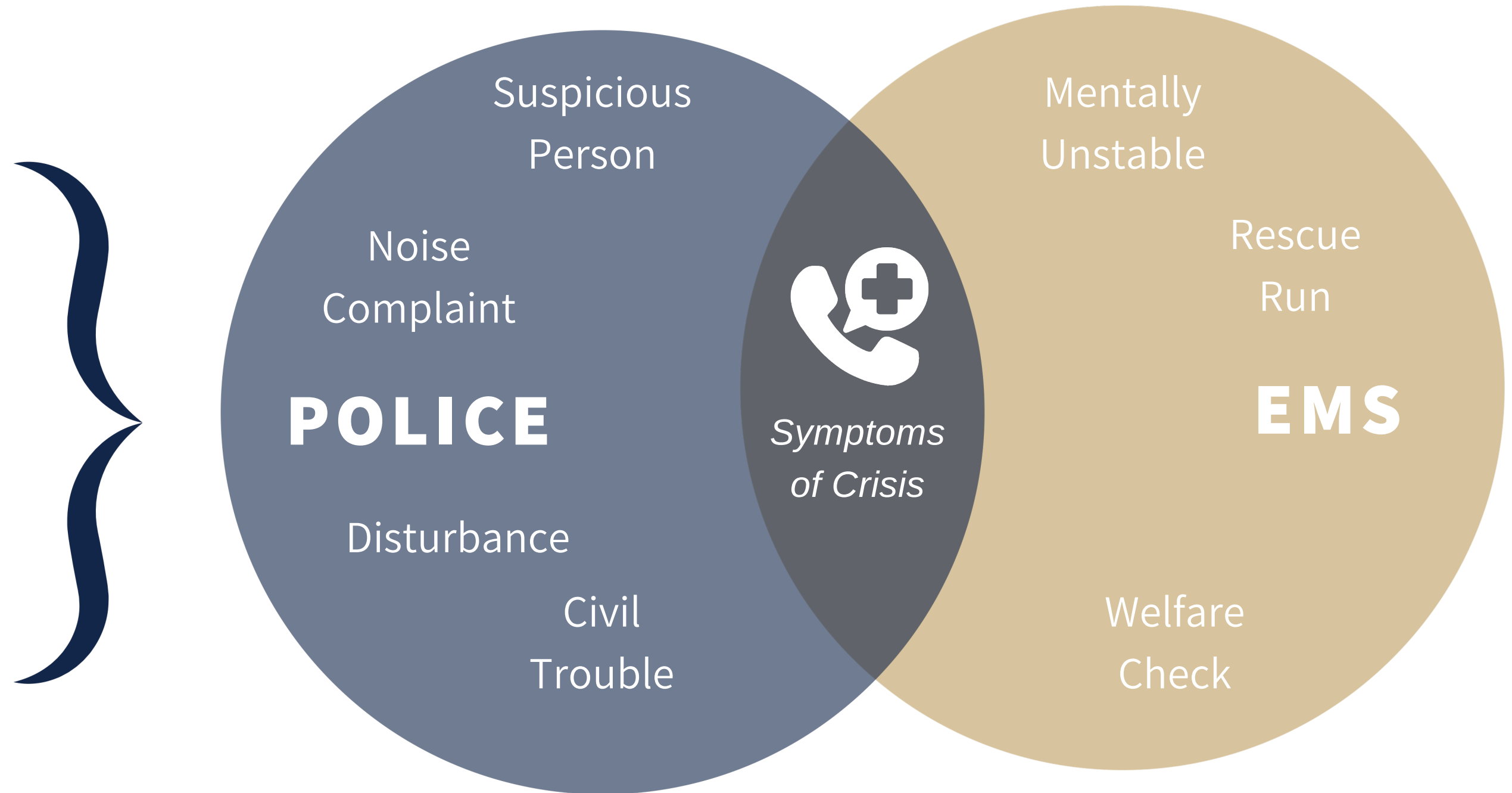
⚠ **Physical Abuse**

Use of force to threaten or physically injure an individual

⚠ **Cognitive Decline**

Difficulty with thinking, memory, concentration, or other brain functions

TRADITIONAL 9-1-1 CALL

Behavioral Health Services Consumer involved in 9-1-1 call

POLICE

Suspicious Person

Noise Complaint

Disturbance

Civil Trouble

Symptoms of Crisis

EMS

Mentally Unstable

Rescue Run

Welfare Check

Cross-System Data Analysis

- Connect customer data across separate systems, i.e. Behavioral Health Services and law enforcement

- Access live data for real-time understanding of consumers and needs

- Maintain confidentiality/HIPAA

- Identify key areas of need

- Gain unique insights into problems

- Align county-wide programs, funding, and departments

Adult Protective Services
=
Mental Health

911 Dispatch Call Analysis

Purpose

Understand overlap between Behavioral Health Services consumers and 911 dispatch/law enforcement

Process

Identify 911 dispatch calls involving an existing Behavioral Health Services consumer or facility

Length of Time

July 1, 2021 to September 30, 2021, one quarter or three months of 911 dispatch calls

Outcome

Breakdown BHS consumers and facilities calling 911 dispatch by call for service (CFS) code, program, and facility

Law enforcement can't identify and address aging and mental cognition issues given high call volume

1,000

911 dispatch calls involve a Behavioral Health Services consumer or facility in just three months

6 out of 10

BHS CONSUMER CALLS INVOLVE AN OFFICER

Officer-involved dispatch calls for Behavioral Health Services/Adult Protective Services consumers and facilities divert resources away from serious issues such as violent crime

Dispatch Calls

BY BHS CONSUMER/FACILITY

Adult Protective Services consumers placed 620 total calls over three months, roughly 60% of all Behavioral Health Services calls to 911 Dispatch.

911 Dispatch Calls by Behavioral Health Services Consumers/Facilities

Number of Calls

	APS	Crisis	CCS/CSP	CBRF	Adult Family Home Care	Certified Homes	Clinic
	620	191	119	71	29	12	9

750

500

250

0

Behavioral Health Services Program or Facility
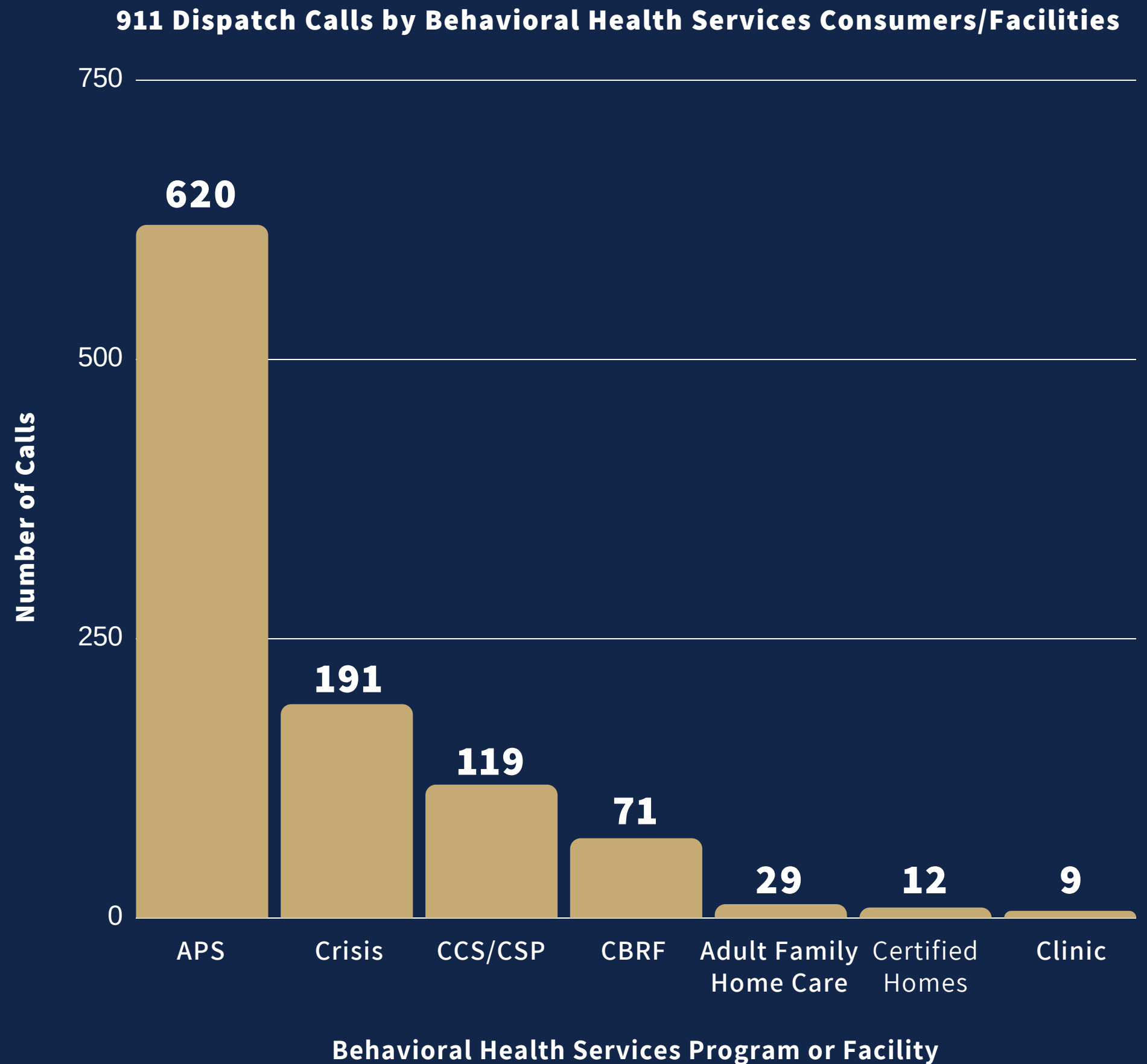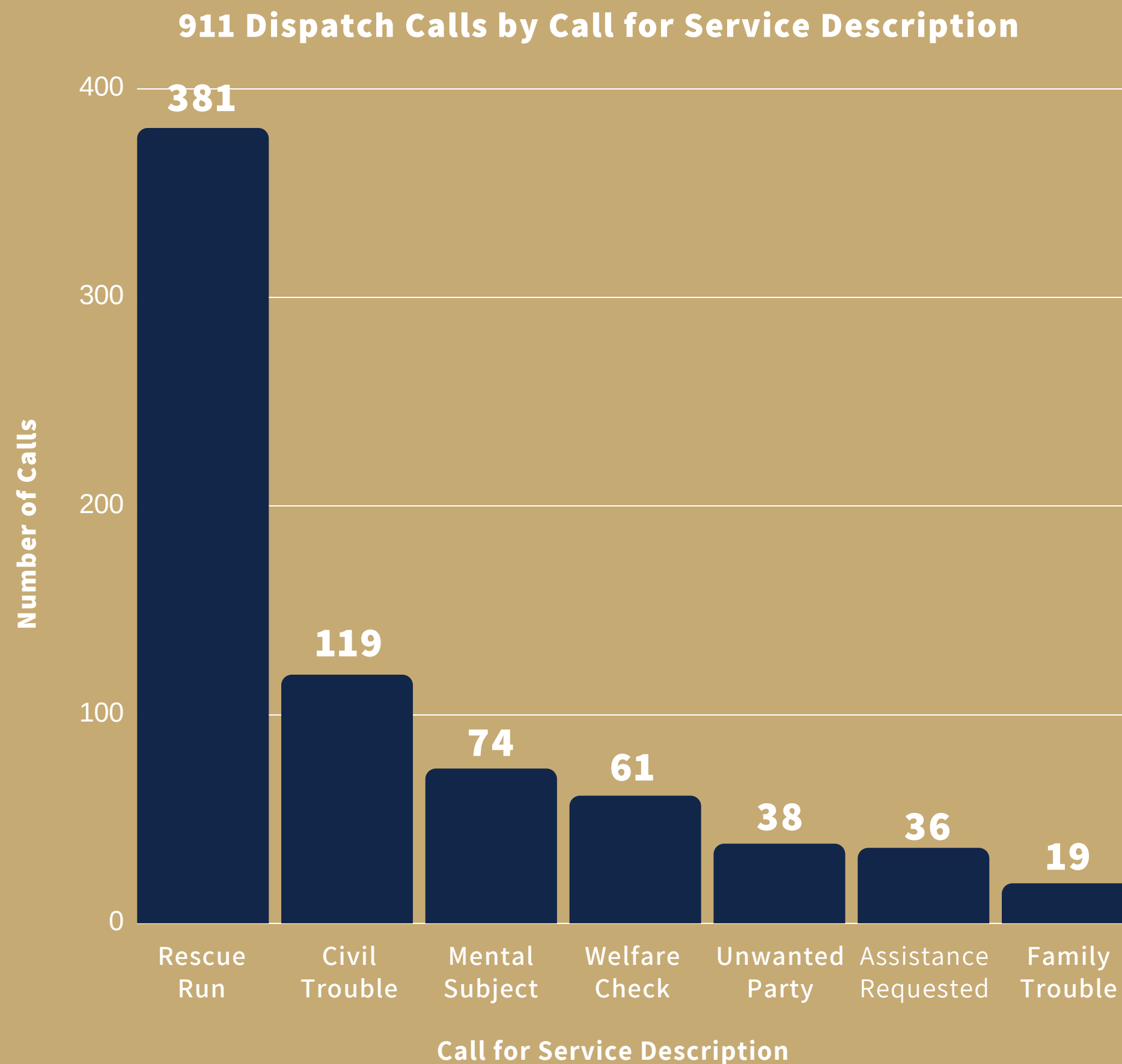
Dispatch Calls

BY CALL FOR SERVICE DESCRIPTION

Rescue Run was the top call for service by Behavioral Health Services consumers/facilities with 381 calls or roughly 40% of total calls over three months.

911 Dispatch Calls by Call for Service Description

Number of Calls

Call for Service Description	Value
Rescue Run	381
Civil Trouble	119
Mental Subject	74
Welfare Check	61
Unwanted Party	38
Assistance Requested	36
Family Trouble	19

Call for Service Description

Maximum Wage Comparison by County

$92.31K
$82.85K
$78.94K
$77.43K
$72.34K
$65.76K
$65.1K
$64.55K
$61.27K
$58.47K

63.3%

Dodge | Fond Du Lac | Jefferson | Kenosha | Milwaukee | Racine | Rock

Data Analysis

Data Visualization

Use Data to Empower Change

Until traditional models change, data can help transform consumer services and programs

Lobby for More Funding by Need

Funding streams should not dictate how counties support areas of greatest need

Invest in a Data Manager

A data manager can work collaboratively across departments to explore ongoing problems and new solutions

Take Advantage of Free/Low-Cost Resources

Examples include PowerBI, Report Builder, SQL Server, Tableau, ArcGIS, and SmartSheet

Thank You

WE APPRECIATE YOUR QUESTIONS AND FEEDBACK

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