Wisconsin Counties Association
ANNUAL CONFERENCE & Exhibit Hall 2022

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
Getting Started With Data

- Use Data to Drive Curiosity
  10,000 baby boomers turn 65 years old everyday

- Early Identification and Intervention

- Don't Be Afraid of What You Find

- 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

- **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

EMS
- Mentally Unstable
- Rescue Run
- Welfare Check

Symptoms of Crisis

Welfare Check
Adult Protective Services

Mental Health

Cross-System Data Analysis

- Identify key areas of need
- Gain unique insights into problems
- Align county-wide programs, funding, and departments

- 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
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

BHS CONSUMER CALLS INVOLVE AN OFFICER

6 out of 10

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.
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.
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