

# WRIC READER



## “What is the What?”

### What is a System of Care?

A system of care is a spectrum of coordinated services and supports for youth, adults, and their families to address complex needs. Systems of Care (SOC) function with an aim of helping others function better at home, in school, at work, in their community, and throughout life. As family systems, mental health systems, education systems, medical providers, and more have tried to find the best way to support others, it has become increasingly clear that no single person, service, agency or program, because of policy, programmatic, or financial limitations, has the ability to provide all the services and supports needed by individuals and/or families. As such, systems of care seek to combine the knowledge, efforts, and supports across all systems while upholding foundational ten key principles:

- Voice & Choice of All Individuals
- Team Based
- Natural Supports
- Collaboration Across Systems
- Community-Based Supports
- Cultural & Linguistic Humility
- Individualized & Flexible
- Strength-Based, Need Driven
- Persistent & Unconditional Care
- Outcome Focused

Comprehensive Community Services is one of many systems that incorporates a service facilitator to assist with building and coordinating a system of care for the individuals and families served within the program. CCS by itself is not the solution, but may be a helpful piece to a larger puzzle.

#### Additional Resources on Systems of Care:

- ⇒ First Fridays Training Series at La Crosse County: [Info & Registration Here](#)
- ⇒ Wisconsin Systems of Care: [www.dhs.wisconsin.gov/children/soc](http://www.dhs.wisconsin.gov/children/soc)
- ⇒ [Ten Values of Systems of Care](#)



### In This Issue

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- Talking Points: Medicaid Fraud, Waste & Abuse
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## CCS by the Numbers

### TOP PRESENTING NEEDS OF LOCAL INDIVIDUALS AND FAMILIES IN CCS (2019)

Data Source: Child & Adolescent Needs and Strengths Assessment (CANS), Adult Needs and Strengths Assessment (ANSA)

#### Top 5 Identified Youth Needs

1. Social Functioning with Peers (66%) -
2. Anxiety (63%) -
3. Family Relationship Conflict (61%) +
4. Impulse Control (61%) -
5. Relations with Current Caregiver (52%) +

#### Top 5 Identified Adult Needs

1. Depression (57%)
2. Adjusting to Traumatic Experience (55%)
3. Anxiety (49%)
4. Need Social Connections (45%)
5. Need Meaningful Activity/Recreation (42%)

#### Top 5 Identified Caregiver Needs

1. Managing Family Stress (37%) =
2. Social Resources & Supports (35%) +
3. Adequate Supervision/Childcare (24%) -
4. Managing Own Mental Health (20%) -
5. Problem-Solving Skills (19%) +

Compared to 2018 data (=) same (-) decrease (+) increase from last year. Blank indicates no 2018 data to compare to.



## Talking Points

# Medicaid Fraud, Waste & Abuse

The Comprehensive Community Services program is funded primarily by Medicaid Insurance. As such it is subject to state and federal audits by the Office of the Inspector General (OIG). The role of OIG is to ensure tax payer dollars, which fund Medicaid services, are being used efficiently and effectively. As part of this audit, they examine the provision of services for wasteful or improper use, abuse of time and resources, and fraudulent claims made by providers. Services that are determined to be wasteful, abusive, or fraudulent may result in an agency/staff/provider being required to pay back money to Medicaid.

### **Waste: Inefficient Use of Time & Resources**

- ⇒ Over-Authorizing Services to Fill a Time Gap
- ⇒ Services that do Not Clearly Support the Approved Service Plan Treatment Objectives
- ⇒ Continuing Services without Clear Method to Track Improvements or Changes
- ⇒ Services Provided by Staff who do Not Have Sufficient Training

### **Abuse: Bending or Taking Advantage of the Rules**

- ⇒ Providing or Authorizing Services that do Not Have a Clear Clinical Need or Connection to a Consumer's Diagnosis
- ⇒ Using a Wrong Billing Code to Receive Higher Payment
- ⇒ Driving the 'Long-Way' to Bill a Higher Travel Payment
- ⇒ Using Work Time for Personal Business

### **Fraud: Intentional Deception**

- ⇒ Billing for a Service that was Not Provided
- ⇒ Altering Documentation after Submitting for Billing
- ⇒ Providing or Authorizing Services that do Not Have a Documented Clinical Need
- ⇒ Overstating or Misrepresenting Needs on a Clinical Assessment or Functional Screen

Federal Office of Inspector General: [oig.hhs.gov](http://oig.hhs.gov)

Wisconsin Office of Inspector General: [www.dhs.wisconsin.gov/oig](http://www.dhs.wisconsin.gov/oig)

**Reminders:** All 2019 notes and billing invoices are due by January 31, 2020

2019 CCS Training Logs (initial and continuing education) are due by January 31, 2020

Clinical Supervision Logs for October-December 2019 are due by January 31, 2020



Submit All Forms to [HSInvoices@lacrossecounty.org](mailto:HSInvoices@lacrossecounty.org)

## Statute Skinny

### Rehabilitation Worker (RW)

A rehabilitation worker is a staff person who:

- Is working under the direct supervision of a licensed mental health professional
- Is at least 18 years old
- Has completed 30 hours of training in the past 2 years in a pre-determined list of topics
- Does not meet criteria for another staff qualification including certified peer specialist or other profession requiring at least a bachelor's degree in a relevant human service or education field

[DHS 36.10\(2\)\(g\)\(21\)](#)

## Faces of CCS

### Lisa Miller (Jackson County) Youth Services Supervisor Mental Health Professional (CCS-Youth)



I have been with Jackson County DHHS since August, 2019. Prior to coming to Jackson County, I had been an MHP within the CCS program at La Crosse County since January, 2016. Although it was a difficult decision to leave the CCS team in La Crosse due to so many great friendships, geographically it was a wise move – No more Hills in the Winter for Me!!

Jackson County has been a positive transition. I continue my involvement with CCS and CST and add CLTS to the programs that I now supervise. My new Jackson team has been very welcoming, helpful and patient in my journey in learning the CLTS world – Thank You All! I am excited to be able to continue to work with the WRIC providers as well as see the WRIC teams at future retreats! In my spare time I enjoy “The North Woods” at our cabin in Northern Wisconsin with family and friends.

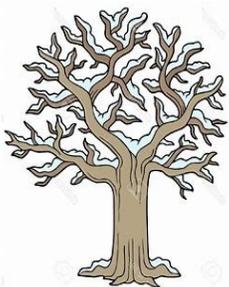
## SPECIAL: “Email from Emily”

RE: Moving to the to the fringed North!

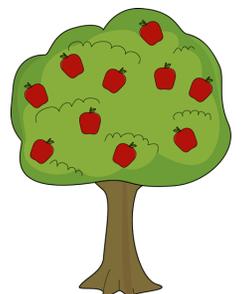
Happy New year WRIC team! I am writing you all to let you know that I have resigned my position at La Crosse County. My Husband has taken a position in northern Minnesota so our family will be relocating. This was a challenging decision to make as the people I have met in the consortium are truly amazing and the work that everyone is doing is so impactful. It has been so exciting to be a part of the growth of CCS not only in size but clinical depth in our consortium! I am beginning to wrap up my time in La Crosse with my last day being January 31<sup>st</sup>. I want to truly extend my thanks to each partner that I have had an opportunity to work with and to wish everyone the best and I will be excited to watch from afar the amazing things that will be accomplished in the future!

Best Wishes

*Emily McGonigle, LMFT*



“Sometimes our fate resembles a fruit tree in wintertime. Who would think that those branches would turn green again and blossom, but we hope it, because we know it.” Johann Wolfgang von Goethe



# Upcoming Events



## Meetings

### • Community-Based Provider Clinical Support Groups:

- ◇ 1st Thursday (1/2): 1:30 - 2:30pm
  - ◇ 3rd Tuesday (1/21): 10:00am - 11:00am
  - ◇ 4th Monday (1/27): 11:00 am - 12:00pm
- All Groups Meet in the La Crosse County Human Services Basement Auditorium or [Join by Skype Meeting](#)

*Who Should Attend: Any direct provider of CCS services.*

### • Residential Clinical Support Teleconference Groups:

- ◇ 2nd Tuesday (1/14): 9:00am - 10:00am
  - ◇ 3rd Thursday (1/16): 2:00pm - 3:00pm
  - ◇ 4th Monday (1/27): 2:00pm - 3:00pm
- [Join by Skype Meeting](#)

*Who Should Attend: Any direct provider of CCS residential services*

## Trainings

### CCS Core Curriculum (free resources)

Fridays	12:00pm-1:00pm	Principles of Care Series: February 7: Empowering Voice	La Crosse County Human Services <a href="#">Info &amp; Registration Link Here</a>
Online	Ongoing	CCS Program Training & Orientation	<a href="#">CCS Online Training Partnership</a> UW-Green Bay
Online	Ongoing	WI Mandated Reporter Training	<a href="#">UW Professional Development Center</a>
Online	Ongoing	Crisis & Suicide Response for Community Partners	Columbia Lighthouse Project <a href="#">Info, Resources &amp; Training Link</a>
Online	Ongoing	Consumer Rights	WI Dept of Human Services <a href="#">Training Link Here</a>
Online	Ongoing	Understanding Substance Use Disorders: Basics	ATTC/NIATx network <a href="#">Info &amp; Training Link Here</a>

### Other Trainings

Jan 9	11:00am-12:00pm	School-Based Mental Health Services (pt. 1) (free)	<a href="#">WPPNT Teleconference</a> 877-820-7831 Code: 107633#
Jan 23	11:00am-12:00pm	School-Based Mental Health Services (pt. 2) (free)	<a href="#">WPPNT Teleconference</a> 877-820-7831 Code: 107633#
Online	Ongoing	The Power of Perception: How We Deliver Services (free)	SAMHSA web series <a href="#">Training Link Here</a>
Online	Ongoing	Responding to Race-Based Trauma (free)	Info & Registration: <a href="http://www.resmaa.com">www.resmaa.com</a>
Online	Ongoing	Secondary Trauma, Burnout, & Compassion Fatigue (free)	National Traumatic Stress Network <a href="#">Training Link Here</a>
Online	Ongoing	Self-Care for those Working with Traumatized Children (free)	National Traumatic Stress Network <a href="#">Training Link Here</a>

## Contact Us

### WRIC Counties

**Jackson County**  
420 Highway 54 W  
Black River Falls, 54615  
(715) 284-4301

**La Crosse County**  
300 4th Street North  
La Crosse, WI 54601  
(608) 784-4357

**Monroe County**  
112 S Court Street,  
Sparta, WI 54656  
(608) 269-8600

### WRIC Shared Staff

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WRIC Administrative Director  
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**Ryan Ross**  
Mental Health Professional  
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(608) 785-6014  
[ISRSQA@lacrossecounty.org](mailto:ISRSQA@lacrossecounty.org)

### Submissions:

Have you observed or heard of another provider doing a good job? Do you have a question for the Supervisors? Know of any trainings or events occurring in the community or hosted by your agency? Please send to Ryan Ross [ross@lacrossecounty.org](mailto:ross@lacrossecounty.org) by the 25th of the month.



The Wisconsin Balance of State Continuum of Care

# YOUTH ADVISORY BOARD YAB



# Artistic Expression CONTEST

## WHAT

Artistic designs that speaks to what **HOPE** and **HOME** looks like to you

## WHEN

Submissions will be accepted between January 1st - February 29, 2020

## HOW

Email your submission to:  
[bosyabwi@gmail.com](mailto:bosyabwi@gmail.com)

## CONTEST INFORMATION

The Wisconsin Balance of State Youth Advisory Board is an opportunity for any youth up to age 24 experiencing or who have experienced homelessness to give input on their lived experience.

### Express Yourself!

Submissions to this contest will be printed on notecards and used to help convey what **HOPE** and **HOME** means to youth.

### Prizes

- \$100 - First Place
- \$50 - Second Place
- \$25 - Third Place

### Winners

WILL BE ANNOUNCED  
MARCH 31, 2020

## Upcoming Events



## Widening the Circle Indigenous Education Conference

Friday February 21st, 2020

Ho-Chunk Nation Three Rivers House & La Crosse Public Library

8:00am - 8:00pm

*Traditional HMooob and Native dishes will be served for lunch and dinner.*

**REGISTER TODAY!**

## Mindy & Body Health: Mindfulness and Meditation Series

La Crosse County Library (Main Street) is offering a free series on mindfulness and meditation starting Tuesday January 28th from 6:00-7:00pm in the basement auditorium.

For information contact Brendan Hubbs at [bhubbs@lacrosselibrary.org](mailto:bhubbs@lacrosselibrary.org) or (608) 789-8093



## Circle of Security<sup>®</sup> PARENTING SERIES



Stein Counseling & Consulting Services  
Solutions for Individuals, Families & Communities.

**Presented by:** Stein Counseling and Consulting Services, Ltd.

**Sponsored by:** Stein Counseling and Consulting Services, Ltd.  
Family Services Program

**Location:** 1052 Oak Forest Drive, Onalaska, Wisconsin  
Conference Room (first floor across from Suite 100)

**Dates:** Thursday evenings, January 16, 2020 - March 5, 2020  
**Time:** 6:00 - 7:30 p.m.

**Registration Fee:** \$200 per person or \$300 per couple. A non-refundable deposit of 50% of registration fee is due at the time of registration. Remaining payment due by January 9, 2020.

**Who should attend:** The Circle of Security<sup>®</sup> Parent Course is a specialized program for parents, kinship, adoptive and long-term foster parents, as well as any professional caring for children up to 12 years of age, for their personal use.

**How to register:** Please call (608) 785-7000 ext. 221 to register for classes. Payment in full or a non-refundable deposit of 50% of registration fee is required at the time of registration. Maximum of eight participants accepted. **Deadline for registration is January 9, 2020.**

## 2020 Calendar of WRIC CCS Vendor Supports & Trainings

*for more information contact Ryan Ross at (608) 785-6048 or [ross@lacrossecounty.org](mailto:ross@lacrossecounty.org)*

Community Provider Clinical Support Group			WRIC Residential Clinical Support Teleconference			Contracting Conference	
La Crosse Human Services: Basement Auditorium // Skype			Skype Teleconference				
1st Thursday 1:30-2:30 pm	3rd Tuesday 10:00-11:00 am	4th Monday 11:00am-12:00pm	2nd Tuesday 9:00-10:00 am	3rd Thursday 2:00-3:00 pm	4th Monday 2:00-3:00 pm		
Jan 2	Jan 21	Jan 27	Jan 14	Jan 16	Jan 27	Mar 11	
Feb 6	Feb 17	Feb 24	Feb 11	Feb 20	Feb 24		
Mar 5	Mar 17	Mar 23	Mar 10	Mar 19	Mar 23		
Apr 2	Apr 21	Apr 27	Apr 14	Apr 16	Apr 27		
May 7	May 19	May 18 *	May 12	May 21	May 18 *		
Jun 4	Jun 16	Jun 22	Jun 9	Jun 18	Jun 22		
Jul 2	Jul 21	Jul 27	Jul 14	Jul 16	Jul 27		Jul 14
Aug 6	Aug 18	Aug 24	Aug 11	Aug 20	Aug 24		
Sep 3	Sep 15	Sep 28	Sep 8	Sep 17	Sep 28		
Oct 1	Oct 20	Oct 26	Oct 13	Oct 15	Oct 26		
Nov 5	Nov 17	Nov 23	Nov 10	Nov 19	Nov 23	Nov 16	
Dec 3	Dec 15	Dec 28	Dec 8	Dec 17	Dec 28		

CCS Program Training Series		
La Crosse Administration Center #2100 (2nd floor)		
Wednesdays 10:00am-11:30am	Spring	Fall
CCS Program Overview: DHS 36	Mar 18	Sep 16
CCS Policies and Procedures	Mar 25	Sep 23
CCS Assessment & Service Plans	Apr 1	Sep 30
Coordinated Service Teams Overview	Apr 8	Oct 7
CCS Documentation: Notes & Billing	Apr 15	Oct 14
Mental Health Diagnoses & Interventions	Apr 22	Oct 21
Substance Use Diagnoses & Interventions	Apr 29	Oct 28
Recovery Principles & Models	May 6	Nov 4
Non-Violent Crisis Intervention (pt 1)	May 13	Nov 11
Non-Violent Crisis Intervention (pt 2)	May 20	Nov 18

First Fridays Lunch Training Series (12:00pm-1:00pm)	
La Crosse Administration Basement Auditorium	
Empowering Voice	Feb 7
Strengths-Based Care	Mar 6
Building Support Networks	Apr 3
Trauma Informed & Healing Centered	May 1
Community Integration	Jun 5
~ No Session this Month ~	-
Collaboration Across Systems	Aug 7
Unconditional & Persistent Care	Sep 4
Cultural Awareness	Oct 2
Measuring Achievements	Nov 6
Unique & Individualized Journeys	Dec 4

\* Schedule and Topics may be Subject to Change

\*\* Teleconference is available for all sessions upon request (via Skype for Business)

Updated

11/20/2019

Statewide Conferences 2020	Dates	Location
<b>Wisconsin Opioid Conference</b>	May 5-7	Kalahari Resort, WI Dells ( <a href="#">Link</a> )
<b>CCS Statewide Meeting</b>	May 12	Glacier Canyon Conference Center, WI Dells ( <a href="#">Link</a> )
<b>Substance Use Prevention Conference</b>	June 11-12	Kalahari Resort, WI Dells ( <a href="#">Link</a> )
<b>Peer Recovery Conference</b>	August 13-14	Marriott West Convention Center, Madison ( <a href="#">Link</a> )
<b>CCS/CST Statewide Meeting</b>	September 9	Glacier Canyon Conference Center, WI Dells ( <a href="#">Link</a> )
<b>Crisis Intervention Conference</b>	September 17-18	Kalahari Resort, WI Dells ( <a href="#">Link</a> )
<b>Mental Health &amp; Substance Use Recovery Conference</b>	October 29-30	Kalahari Resort, WI Dells ( <a href="#">Link</a> )
<b>Children Come First Conference</b>	November 9-10	Glacier Canyon Conference Center, WI Dells ( <a href="#">Link</a> )