

Attachment#2: COMMUNITY SUPPORT PROGRAM (CSP) INFORMATION AND SUCCESS STORIES

I. Information

Community Support Programs play a key role in reducing adult mental health hospitalizations and over utilization of community emergency resources. By providing wrap around mental health support for adults with severe and persistent mental illness, within the last year CSP's have:

- Provided 31,396 hours of support services to clients in the program in La Crosse, Vernon, and Jackson Counties
- Supported 150+ individuals and their families
- Utilized the Assertive Community Treatment (ACT) model to keep caseloads low (average of 10-13) and meet folks where they are at, including those facing homelessness, when other community agencies cannot
- Work with individuals who are at the highest risk of institutionalization
- Offer onsite medication prescribing, management, injection administration, and limited lab work all in an outpatient setting, which frees up the use of the local medical facilities needed for these reasons.
- Offer psychiatric care quickly, when psychiatrists aren't readily available
- After hours crisis line took an average of 60 calls from CSP clients in all 3 locations per month in 2024, reducing the amount of calls to the county mobile crisis teams

II. Success Stories (shared by CSP workers)

"Client previously was not engaging with CSP staff, calling the police a lot on himself as he was hearing voices in the attic of his apartment. He was eventually evicted, however, he was able to get into a hotel where he has been since. He is now actively engaging with his case manager, consistent with getting his injections, initiating contact with his case manager about any court dates, and hasn't called the police in a long time. Overall, he is in a much better place physically and mentally than he was a few months ago."

"We admitted a client earlier this year who was referred to us by Inlusa, that hadn't been in a store for years, especially Walmart, due to significant anxiety. The case manager spent many weeks talking to her about this, sat in the Walmart parking lot with her during one contact, then they just walked into the store another time, and

eventually worked up to this client being able to walk around the store with her case manager and shop. Something she hadn't done for years.

"We had a client referred to us by our providing APNP who worked with this gentleman previously in another program. Upon entering CSP, he had friends/squatters living with him and he was not confident in asking them to leave, which was several months coming. This caused a lot of undue stress on him. His CSP case manager worked with him to create a written letter and have a discussion with these individuals about eviction, and they have officially moved out this week."

"We have a newer client who has severe agoraphobia and never leaves her apartment. Recently, she had a medical issue and was needing to be seen by a doctor. Our case manager and nurse both went over to the clients home and were able to encourage her to go to the doctor and she did! This was the first time she had been out of her apartment for 2 years. The case manager took her and the experience went great and she was able to get the medical attention she needed."

"A client who had been living in the same apartment for almost 20 years was not getting his lease renewed as the landlords were planning to remodel. As difficult as it was for him, he and his case manager were able to find another apartment fairly quickly, and he's been living in the new apartment for a couple of weeks and is now very happy with where he is and his anxiety about the situation has decreased significantly."