

**Community Guidance Center
1972**

10/19/72

REPORT AND CONSENSUS: Community Guidance Center for Outagamie County

The League of Women Voters of Appleton met on September 25th and 27th, 1972, for a unit study and consensus following a study this summer (1972) of the item: "Evaluation of the Guidance Center: Its services, staff, needs and location," to which, for brevity's sake we shall refer to as the Guidance Center Study. There were four sessions of this unit with 86 members in attendance.

Background to this study

Toward the end of March the Board of Directors of the Outagamie Guidance Center asked the League to make a study of their situation in the community. The Center had serious difficulties and the Center Board wanted the evaluation and frank opinion of an impartial and independent organization, like the League. Since this topic was not introduced for consideration at the Lively Issues meeting it was too late to include it in the agenda of the Annual Meeting. After serious discussion by the L.W.V. Board it was felt that the local by-laws clause Art. IX, Sec. 3 E permits

adopting a so-called "emergency" item if "information concerning the proposed changes has been sent to all members at least two weeks prior to a general membership meeting at which the change is to be discussed, and final action by the membership is taken at a succeeding meeting." This procedure was followed and at a General Membership Meeting on May the 3rd at the home of Dolly Butler the attending members voted for acceptance of this item as an "emergency" study. The Board of the League recommended that the committee work through the summer and be ready for early fall units and consensus, and be ready to initiate action in the fall.

There were 12 members on the committee. It was an active summer, with several out-of-county trips to neighboring guidance clinics for perspective and comparison. The committee also interviewed scores of people, either as professionals or who had any contact or activity with the Guidance Center, or whose knowledge or attitude could serve as an important link to seeing an unbiased picture of the situation. The committee regrets that, due to the pressure of time and of the absence of many people during the summer, their fact-finding activity could not have been as fundamental as they wished it to be. See attached addendum for a detailed list of interviews.

There was one General Membership Meeting preceding the units, when Dr. Burton Michelson, Chief Administrator of the Winnebago Guidance Center gave a talk on "The Concept and Function of a Guidance Center." It was a well attended and well received lecture, which helped to set the stage for the units.

After careful evaluation of the unit recordings the committee submits the following consensus:

CONSENSUS: Community Guidance Center for Outagamie County

The League of Women Voters of Appleton supports the Guidance Center for Outagamie County which functions as provided for by State Mental Health Act 51.36 *. To carry out these functions the following is needed:

1. Adequate funding.
2. Increased staff and a chief administrator.
3. Strengthening Guidance Center Board of Directors.
4. Good public relations and cooperation between the Guidance Center Board of Directors, the County Board of Supervisors, the County Executive and other community agencies.
5. Centrally located facilities separate from the County Health Center.

* Law 51.36

- a. Collaborative and cooperative services with public health and other groups for programs for the prevention and treatment of mental illness, mental retardation and other psychiatric disabilities.
- b. Rehabilitative services for patients suffering from mental or emotional disorders, mental retardation and other psychiatric conditions particularly for those who have received prior treatment in an inpatient facility.
- c. Out patient diagnostic and treatment services.
- d. Consultative services to schools, courts and health and welfare agencies, both public and private.
- e. Informational and educational services to the general public and lay and professional groups.

CONSENSUS RESUME: Summarized from the four unit reports.

I. What is the Function of a Guidance Clinic?

Three units agreed that state requirements as stated in the State Mental Health Act 51.36 should be met. One unit did not answer this question. A unit expanded on the state requirements stating that a Guidance Clinic is a place for people to get help when they cannot afford a private psychiatrist, and that it should be the first place for people to receive help for emotional illness as a preventative step to avoid costly hospitalization.

II. List Minimum Services which the Guidance Clinic Should Provide.

There was strong agreement that minimum services of the state act - evaluation, diagnosis, treatment on an outpatient basis, consulting services and aftercare- should be provided. Other units added the following services to those above: more attention to the teenager and his problem on a broader basis than is now possible; drug abuse program; alcoholism program and public education by the Guidance Center Board. One unit did not include the results of their discussion in the report.

III. What Problems of the Guidance Clinic Can the League Identify?

All units agreed that the main problem is poor public relations which result in:

1. A community uninformed about the existence and functions of the Guidance Clinic.
2. A lack of communication with County Board and County Executive.

There was strong agreement in the units that there is:

1. A weak and ineffective Guidance Center Board of Directors.
2. A lack of adequate personnel. Absence of a chief administrator.
3. Inadequate program of aftercare.
4. Inadequate communication between staff and County Board, other professional agencies, parents, schools and doctors.

There was agreement in the units that there is:

1. Inadequate funding.
2. Inadequate facilities.
3. A need for reciprocal cooperation between the County Executive and the Guidance Clinic Board.
4. Poor inter-agency relationships, especially with CESA 8.

Individual units listed the following problems:

1. Few services for outlying areas.
2. Personality conflicts.
3. Inadequate services - parents disturbed about length of time between referral and follow-up.
4. No yearly contract with the County Board.

IV. WHAT IMPROVEMENTS CAN BE SUGGESTED?

There were many suggestions for improvements in the Guidance Center operations.

All units agreed that:

1. Adequate personnel be hired for effective functioning of the Clinic with some units stating the need for a chief administrator.
2. The Guidance Center Board of Directors be strengthened to become a stronger, assertive and more effective group.

3. The Guidance Center Board should strive for better relations with the County Board.

Strong support was given by the units for:

1. Adequate funding.
2. Improved communications with the County Board, other professional agencies, parents, schools and doctors.
3. Improvement of working relations with CESA 8 and other agencies.
4. Improvement of services provided, especially more adequate provision of aftercare. (One unit stated that aftercare should be provided by the Guidance Center only if the hospital releasing the patient does not provide it.)
5. Improved public relations to help others better understand the functions of the Clinic.
6. Move to larger quarters.

There was ^{some} League support for:

1. The establishment of more satellite offices to make services more available to the entire county.
2. Cooperative construction of budget by staff and Center Board.

A number of suggestions for improvement were made by individual units. They were:

1. Add to the Guidance Center Board at least one County Supervisor who is interested in the Center.
2. That travel allowances be budgeted to allow staff and board members to attend conferences.
3. To attract fully qualified personnel for the unfilled positions it is necessary to increase budgeted salaries. Help make the County Board aware of the budgeted salary inadequacies.
4. The Guidance Center Board should not be self perpetuating.

V. Should the Identity of the Guidance Clinic be Retained? If so, How?

Four units said yes. Several units qualified their answers saying that for effective administration and coordination they agree with the need for a unified board. They also insist that "a separate identity" not preclude the possibility of the Clinic joining in a comprehensive health plan if and when it becomes a reality. Several units felt that the Guidance Clinic should be maintained physically apart from the County Health Center and in an accessible location. It is especially important that the Center be separate to better carry out its

preventative work away from the stigma of a county mental institution.

No decision was reached as to whether the units wished to favor or oppose the comprehensive mental health plan. It was decided that more study is needed.

In conclusion the committee wishes to express the hope that, due to units' request, further study should be scheduled in the future. We feel there was much material left untouched or not thoroughly understood. The committee feels the Guidance Center, with its limited dedicated staff, has been performing miracles in the face of insuperable obstacles! We also wish to express our thanks to the people who gave their time, attention and courteous cooperation to our interviewing.

Husi Ward, Chairman
Dolly Butler
Penny Coffin
Joan Heiden
Janet King
Alice Kissinger
Teri Loveall
Joy Povolny
Nancy Rehbein
Lillyn Smith
Linda Stanley
Douna Weis

This League committee foresees the following items as possible courses of Action for the League of Women Voters of Appleton:

1. Present the L.W.V. recommendations to the Guidance Center Board of Directors.
2. Review budget and other actions of the County Board of Supervisors relating to the Guidance Center.
3. Write a resource booklet or report for the public.
4. Continuation of the study to cover: The Comprehensive Mental Health Plan. Such a study would involve the following aspects as we now view it:
 1. A comparison of clinic structures in our vicinity. Budget comparisons.
 2. A study of law 51.42 and the various forms the comprehensive health plan may take. What are the advantages and disadvantages of each? What would be best for Outagamie County? Could the Guidance Clinic and other agencies maintain their boards of directors? If so, how? The role of these boards which are private corporations? Mr. Wechler's plan.
 3. Study the services already available in our county that would be covered by a comprehensive health plan. This would cover drug abuse, alcoholism, mental retardation, county hospital, guidance clinic, and emergency services. Is there any coordination within each group of services, between services or cooperation between groups? How do they view the comprehensive health plan? Do they favor it? If so, in what form?
5. A decision should be made whether the L.W.V. will send a representative to serve on the County Citizens Advisory Committee to study the Comprehensive Mental Health Service. (51.42).

L.W.V. -- Guidance Clinic Study Committee 1972

The L.W.V. Guidance Clinic committee had 10 ^{committees} meetings during the summer and early fall. The committee met at Nusi Ward's on May 18, June 21, July 17 and Aug. 24th, at Joan Heiden's on Aug. 30th to draft discussion and consensus questions, at N. Ward's Sept. 8th, at Linda Stanley's on Sept. 12th to review draft of background material, N. Ward's on Oct. 4 to go ^{over} consensus, on Oct. 10th at J. Heiden's to draft consensus and finally on Oct. 18th at Penny Coffin's to give final approval to consensus before it was sent to L. W. V. Board.

Interviews conducted during the summer by the G.C. committee

May 23 Interview with Mr. G. Verhoven, State Consultant, Dist. Headquarters,
Div. of Mental Hygiene
May 30 Visited Winnebago Guidance Center
June 3 Interviewed Bernice Fletcher, Coordinator for Pupil Services, Appleton
Public Schools
June 14 Interviewed Guidance Center Board Pres. Phil Condu & V-P. Grafton Ray
June 16 Visited Brown County Guidance Center
June 21 Visited Manitowoc County Guidance Center
June 29 Interviewed Mr. Poppy, Director of CESA 8
June 30 Visited Fond du Lac County Guidance Center and County Health Center
July 5 Interviewed Mr. Jokela, Psychologist with CESA 8
July 6 Interviewed Miss Betty Vredenburgh, Chief Psychiatric Social Worker,
and administrator, Outagamie County Guidance Center
July 16 Interviewed Mr. Condu & Mr. Ray -Guidance Center Board
July 17 Interviewed Mr. Al Woehler, County Executive
July 19 Interviewed Mr. Spenser, Supt. of Outagamie County Health Center
Aug. 3 Interviewed 3 psychiatrists, consultants to Guidance Center
Aug. 4 Interviewed St. Elizabeth's Hospital Administrator
Aug. Interviewed Helen Heil, former member of CESA 8 Board of Directors
where she represented Appleton School Board
Aug. Interviewed Mr. Edwin Olson, Clinical Psychologist, Lawrence Univ. &
former part-time consultant at County Health Center and Guidance Center
Aug. 8 Visited Marshfield Clinic
Aug. 10 Interviewed Dr. CoBabe, consulting psychologist, Guidance Center
Aug. 28 Interviewed Mr. Stampf, Director of Outagamie Cty Dept. of Social Serv.
Sept. 7 Interviewed Mr. Ted Detweiler and Mr. G. Verhoven, Dept Mental Hygiene

League of Women Voters of the U.S.
1730 M Street, N.W.
Washington, D.C. 20036

DEADLINE TO STATE AND NATIONAL MAR. 1, 1973

LOCAL LEAGUE APPLETON
STATE WISCONSIN

ANNUAL REPORT, 4/1/72 - 3/31/73

LOCAL PROGRAM

Please report local program activities since March 1972 (except those reported under HR and/or EQ), one subject to a sheet. Use additional sheets if forms are insufficient. Be sure to give local League and state on each sheet. Do not report on inactive items. Describe in detail if study or action was innovative, involved the community, reflected a well-planned effort, even if not immediately successful. Attach copies of any local League publications. Be sure to list the subject area of the report.

"Evaluation of the Guidance Center: Its services, staff, needs and location!"

This was a truly innovative Local Study, culminating in immediate Action, which could be considered a successful one, since many of the League recommendations have been accepted by the authorities since our statements.

In the spring of 1972 the Board of the Appleton League was approached by the Board of Directors of the Community Guidance Center of Outagamie County (of which Appleton is the County Seat) with a request of a League study of their situation in the community. The Center had serious difficulties and the Board of the Center wanted the evaluation and frank opinion of an independent and impartial organization like the League. This item was taken on as an "Emergency Item" since consideration for it came after the Lively Issues meeting. The committee worked on it all through the summer, interviewing scores of organizations and individuals. Twentyone interviews were conducted and many out-of-town trips made. (See attached addendum for a detailed list of interviews.) There were twelve ~~people~~ members on the committee.

There was one General Membership meeting preceding the units, when the Director of the Winnebago County Guidance Clinic (and one whom we also interviewed) gave a talk of the "Concept and Function of a Guidance Center" setting the stage for the units. This meeting was the best attended of our general membership meetings and so were the units. There were four sessions of the unit in the early fall with 3/4 of the membership attending them.

After careful evaluation and some very lively discussions the League agreed on the following consensus: "The League of Women Voters of Appleton supports the Guidance Center for Outagamie County which functions as provided for by the State Mental Health Act 51.36. To carry out these functions the following is needed: 1. Adequate funding. 2. Increased staff and a chief administrator. 3. Strengthening Guidance Center Board of Directors. 4. Good public relations and cooperation between the G.C. Board of Directors, the County Board of Supervisors, the County Executive and other community agencies. 5. Centrally located facilities separate from the County Health Center." After the League Board's acceptance of the consensus we presented our findings to the Executive Board of the Guidance Center, the whole Board of the Clinic and also to the Executive Director of the County Board. We had frank and open discussions and we were well received and we are confident that we did a useful ~~and~~ ^{service} for the community.

LOCAL PROGRAM (continued)

What National League publications did you find useful?

None were needed for this particular study.

Other useful aids?

We used much reference material issued by the State of Wisconsin, Dep't. of Health, Education and Public Service, Dep't of ~~Hygiene~~ Mental Hygiene.

What kinds of aids would you like from the national office?

Nusi Ward (Mrs. Kyle Ward.)

Name

Local: Community Guidance Center.

Portfolio