

COMMUNITY HEALTH NEEDS ASSESSMENT

# IMPLEMENTATION STRATEGY

2022-2024



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# Table of Contents

---

**Introduction**.....5

**Mental Health and Alcohol/ Drug Abuse/Misuse** .....6

**Goal 1:**.....6

        Facts:.....6

**Action Plan:**.....6

**Community Partners/Supporting Resources:**.....6

**Goal 2:**.....6

        Facts:.....6

**Action Plan:**.....7

**Community Partners/Supporting Resources:**.....7

**Goal 3:**.....7

        Facts:.....7

**Action Plan:**.....7

**Community Partners/Supporting Resources:**.....8

**Access to Transportation** .....8

**Goal 1:**.....8

        Facts:.....8

**Action Plan:**.....8

**Community Partners/Supporting Resources:**.....8

**Goal 2:**.....8

        Facts:.....9

**Action Plan:**.....9

**Community Partners/Supporting Resources:**.....9

**Goal 3:**.....9

        Facts:.....9

**Action Plan:**.....10

**Community Partners/Supporting Resources:**.....10

**Goal 4:**.....10

        Facts:.....10

**Action Plan:**.....10

**Community Partners/Supporting Resources:**.....10

**Problem: Healthy Eating/ Weight Loss and Exercise (Health Living)**.....11

**Goal 1:**.....11

        Facts:.....11

**Action Plan:**.....11

**Community Partners/Supporting Resources:**.....11

**Goal 2:**.....12

COMMUNITY HEALTH NEEDS ASSESSMENT: IMPLEMENTATION STRATEGY

Facts: ..... 12

Action Plan:..... 12

Community Partners/Supporting Resources:..... 12

**Goal 3:**..... 12

Facts:..... 12

Action Plan:..... 12

Community Partners/Supporting Resources:..... 12

**Goal 4:**..... 13

Facts:..... 13

Action Plan:..... 13

Community Partners/Supporting Resources:..... 13

**Goal 5:**..... 13

Facts:..... 13

Action Plan:..... 13

Community Partners/Supporting Resources:..... 13

**Aging Concerns** ..... 14

**Goal 1:**..... 14

Action Plan:..... 14

Community Partners/Supporting Resources:..... 14

**Goal 2:**..... 14

Facts:..... 14

Action Plan:..... 15

Community Partners/Supporting Resources:..... 15

**Goal 3:**..... 15

Facts:..... 15

Action Plan:..... 15

Community Partners/Supporting Resources:..... 15

**Goal 4:**..... 16

Facts:..... 16

Action Plan:..... 16

Community Partners/Supporting Resources:..... 16

**Needs Not Addressed at This Time and Why** ..... 17

**BULLYING:**..... 17

**CANCER TREATMENT:**..... 17

**AFFORDABLE HOUSING:** ..... 17

**ACCESS TO CHILDCARE:** ..... 17

**SENIOR LIVING** ..... 17

**AODA Services under Upland Hills Health** ..... 17

**Needs That Have Been Addressed** ..... 17

Texting While Driving: .....17  
Affordability of Medical Care: .....17

## Introduction

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Upland Hills Health conducted a Community Health Needs Assessment in 2022 to fulfill the mandated obligation as a tax-exempt hospital, in accordance with the Patient Protection and Affordable Care Act (PPACA). Upland Hills Health collaborated on the Community Health Needs Assessment process and prioritization of health needs with the following organizations:

- Iowa County Health Department
- Aging and Disability Resource Center (ADRC) of Southwest Wisconsin
- Southwestern Wisconsin Community Action Program (SWCAP)

The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area. It included collection and analysis of input from persons who represented the interests of the community served by Upland Hills Health.

Based on the results of the primary and secondary data collection, four health needs rose to the top as priority issues to focus efforts on in the coming years.

- Mental Health and Alcohol/ Drug Abuse/Misuse
- Access to Transportation
- Healthy Eating/ Weight Loss and Exercise (Healthy Living)
- Aging Concerns

The following pages outline the goals for addressing each of the health issues and the action plan designed to positively effect change in each of the areas.

## Mental Health and Alcohol/ Drug Abuse/Misuse

### Goal 1:

Support Iowa County Health Department in its efforts to define goals and objectives in a county-wide Community Health Improvement Plan “Healthy Iowa County.”

Community Action Teams for each of the four priority topic areas will work to define goals and objectives:

- ✓ Mental Health and Alcohol/ Drug Abuse/Misuse
- ✓ Access to Transportation
- ✓ Healthy Eating/ Weight Loss and Exercise (Healthy Living)
- ✓ Aging Concerns

One goal in each of the Community Action Teams will include assembling an inventory/asset map/centralized repository of the efforts underway within other county coalitions, organizations to reduce duplication and create synergy. Eventually, a website will be built to house this inventory and additional data/metrics on each priority area, measuring progress in objectives as well as resources in the community.

### Facts:

Iowa County, Wisconsin, has many coalitions that are working on similar projects yet are unaware of what others focusing on the same specific health needs are doing. Data is housed in a variety of places. This goal centers on creating a centralized repository of data.

### Action Plan:

- Assemble an inventory/asset map/centralized repository of the efforts underway within other county coalitions and organizations to reduce duplication and create synergy. Develop a centralized data bank.
- Develop a website (this is a long-term goal) that will house the information.
- Measure progress in objectives as well as resource availability in the community.

### Community Partners/Supporting Resources:

The following partners will provide data to Iowa County Public Health to create the centralized repository of information.

- Aging and Disability Resource Center (ADRC)
- Iowa County Public Health (ICPH) (will chair and spearhead this effort).
- Southwestern Wisconsin Community Action Program (SWCAP)
- Upland Hills Health (UHH)

### Goal 2:

Further Develop Access to Mental Health Services on a Local Level.

### Facts:

- Addiction/chemical dependency escalated during the pandemic.
- Before the pandemic, there was a shortage of services and providers to address these needs, locally, statewide, and nationally.

## COMMUNITY HEALTH NEEDS ASSESSMENT: IMPLEMENTATION STRATEGY

- The many lifestyle and societal changes that accompanied the pandemic – isolation, loss of jobs, school closures, and burn out compounded and dramatically increased the need for mental health and substance abuse services.
- The Upland Hills Health Emergency Department reports an escalation in patients requiring detoxification and in overdose cases.
- The Department of Health & Human Services combined Grant and Iowa County statistics for mental health services. For these two counties together in 2020, the top 5 services used for mental health were: -Crisis Intervention (205) -Outpatient Counseling (179) -Medication Management (18) -Community Support Program (10) -Case Management (5)
- According to countyhealthrankings.org (2022): 27% of Iowa County residents report excessive drinking, 19% of driving deaths were attributable to alcohol-impaired driving, and the ratio of mental health providers to residents is 1:1,310

### Action Plan:

- To develop addition mental health services at the local level.
- Increase access to mental health services through telehealth and tele support groups.

### Community Partners/Supporting Resources:

- Iowa County Public Health: Identify Services that are available and that are needed, based on community input and data.
- Community Connections Free Clinic: Collaborate with the Community Connections Free Clinic to identify patients who need enhanced mental health services.
- Southwest Wisconsin Community Action Program: The Southwestern Wisconsin Community Action Program will collaborate on associated programs that support mental health programming (e.g., transportation and housing).

### Goal 3:

In collaboration with our providers, help direct appropriate patients to substance abuse treatment programs.

### Facts:

- Addiction/chemical dependency escalated during the pandemic.
- Before the pandemic, there was a shortage of services and providers to address these needs, locally, statewide, and nationally.
- The many lifestyle and societal changes that accompanied the pandemic – isolation, loss of jobs, school closures, and burn out compounded and dramatically increased the need for mental health and substance abuse services.
- The Upland Hills Health Emergency Department reports an escalation in patients requiring detoxification and in overdose cases.
- The Department of Health & Human Services combined Grant and Iowa County statistics for mental health services. For these two counties together in 2020, the top 5 services used for mental health were: -Crisis Intervention (205) -Outpatient Counseling (179) -Medication Management (18) -Community Support Program (10) -Case Management (5).
- According to countyhealthrankings.org (2022): 27% of Iowa County residents report excessive drinking, 19% of driving deaths were attributable to alcohol-impaired driving, and the ratio of mental health providers to residents is 1:1,310.

### Action Plan:

- Educate the public on what local providers can do withing their scopes of practice to support recovery.

## COMMUNITY HEALTH NEEDS ASSESSMENT: IMPLEMENTATION STRATEGY

- Seek to better understand, and catalog what services are available in the community.

### Community Partners/Supporting Resources:

- Iowa County Public Health (ICPH)
- Unified Community Services
- Local law enforcement entities

## Access to Transportation

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### Goal 1:

Support Iowa County Health Department in its efforts to define goals and objectives in a county-wide Community Health Improvement Plan “Healthy Iowa County.”

Community Action Teams for each of the four priority topic areas will work to define goals and objectives:

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- ✓ Access to Transportation
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One goal in each of the Community Action Teams will include assembling an inventory/asset map/centralized repository of the efforts underway within other county coalitions, organizations to reduce duplication and create synergy. Eventually, a website will be built to house this inventory and additional data/metrics on each priority area, measuring progress in objectives as well as resources in the community.

### Facts:

Iowa County, Wisconsin, has many coalitions that are working on similar projects yet are unaware of what others focusing on the same specific health needs are doing. Data is housed in a variety of places. This goal centers on creating a centralized repository of data.

### Action Plan:

- Assemble an inventory/asset map/centralized repository of the efforts underway within other county coalitions and organizations to reduce duplication and create synergy. Develop a centralized data bank.
- Develop a website (this is a long-term goal) that will house the information.
- Measure progress in objectives as well as resource availability in the community.

### Community Partners/Supporting Resources:

The following partners will provide data to Iowa County Public Health to create the centralized repository of information.

- Aging and Disability Resource Center (ADRC)
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- Southwestern Wisconsin Community Action Program (SWCAP)
- Upland Hills Health (UHH)

### Goal 2:

Summarize the transportation gaps from the previous committee’s work and identified gaps/barriers.



### Facts:

- After-hours coverage from 5pm to 8am Sunday through Saturday is lacking.
- There are limited options for local services during business hours.
- There is a lack of secure transportation services for acute care mental health patients.
- Cost of transportation services continues to be a challenge for all partners.

### Action Plan:

- Explore after-hour coverage from 5pm to 8am Sunday through Saturday.
- Explore new options for local services during business hours.
- Reach out to community provider to request that expanded transportation options be made available through Iowa County ADRC, this will decrease the number of cancelled medical appointments and reduced social isolation in our rural areas.
- Continue to develop this program from where the previous transportation committee left off. Specifically focus on transportation options after business hours and weekends in order to reduce the utilization of law enforcement and EMS for transporting patients home, including to assisted living facilities.
- Continue to partner with SSM Health-Dean Clinic and the Upland Hills Health transitional care resource nurse when discharging patients to make sure patients have transportation to get to and from their follow-up appointments.
- The anticipated outcome of the action plan is to move closer to offering patients without transportation, options for 24-hour/7-days per week coverage.

### Community Partners/Supporting Resources:

- Aging and Disability Resource Center (ADRC) of Southwest Wisconsin oversees the Mineral Point City Taxi, Dodgeville City Taxi, and Rural Iowa County Taxi Service which are new or expanded services. UHH will promote these services to patients and families. Information has been distributed to patient care areas, clinics, and UHH departments that have patient contact. The Health and Human Services of Iowa County Business Manager keeps the UHH transportation workgroup informed of county efforts to serve Iowa County Residents.
- Southwest Wisconsin Community Action Program oversees the LIFT program. LIFT is an important transportation service for UHH patients. The LIFT Coordinator participates in the UHH transportation meetings to keep the workgroup aware of funding, other transportation options, etc.
- Community Connections Free Clinic and Upland Hills Health work together to share transportation vouchers to patients who need rides to and from clinic appointments.
- Wisconsin Region of Narcotics Anonymous works with Upland Hills Health to ensure that there are transportation options available to patients who need medication assisted treatment in Madison to prevent relapse.
- SSM Health-Dean Clinic and Upland Hills Health work with the transitional care resource nurse when discharging patients to ensure patients have access to get to and from their follow-up appointments.
- Iowa County Public Health (ICPH) works with the above agencies and UHH to coordinate resources and to raise awareness of available transportation options.

### Goal 3:

Implement secure transport service, Talon, for safe and secure Mental Health Transports-acute patients.

### Facts:

- After-hours coverage from 5pm to 8am Sunday through Saturday is lacking.
- There is a lack of secure transportation services for acute care mental health patients.

### Action Plan:

- Develop a contract with a secure transport service to provide safe and secure mental health transport services to acute patients.
- Continue working with Wisconsin Region of Narcotics Anonymous to ensure that there are transportation options available to patients who need medication assisted treatment in Madison to prevent relapse.

### Community Partners/Supporting Resources:

- Wisconsin Region of Narcotics Anonymous works with Upland Hills Health to ensure there are transportation options available to patients who need medication assisted treatment in Madison to prevent relapse.
- Southwest Wisconsin Community Action Program sponsors the Opportunity House, ED2Recovery Program, and LIFT Program.
- Unified Community Services provides Medication Assisted Treatment options, Mental Health Services, and Addiction Recovery.
- Iowa County Law Enforcement provides data on arrest rates in our community pertaining to substance misuse.
- Iowa County Drug Treatment Court participates on the Substance Abuse-Prevention subcommittee.
- Madison Emergency Physicians provide treatment to patients who present to UHH with substance misuse conditions.
- Community Connections Free Clinic provides data on substance misuse concerns among our uninsured/underinsured community members and Mental Health Services.
- Aging and Disability Resource Center (ADRC) of Southwest Wisconsin provides data and promotes resources.
- Iowa County Public Health (ICPH) coordinates services and enhances awareness of such services.

### Goal 4:

Explore community level transportation options.

### Facts:

- After-hours coverage from 5pm to 8am Sunday through Saturday is lacking.
- There are limited options for local services during business hours.
- There is a lack of secure transportation services for acute care mental health patients.
- Cost of transportation services continues to be a challenge for all partners.

### Action Plan:

- Establish funding source for prepaid vouchers for those in need of assistance with cost of transportation to medical appointments.

### Community Partners/Supporting Resources:

- Aging and Disability Resource Center (ADRC) of Southwest Wisconsin oversees the Mineral Point City Taxi, Dodgeville City Taxi, and Rural Iowa County Taxi Service which are new or expanded services. UHH will promote these services to patients and families. Information has been distributed to patient care areas, clinics, and UHH departments that have patient contact. The Health and Human Services of Iowa County Business Manager keeps the UHH transportation workgroup informed of county efforts to serve Iowa County residents.

## COMMUNITY HEALTH NEEDS ASSESSMENT: IMPLEMENTATION STRATEGY

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- Community Connections Free Clinic and Upland Hills Health work together to share transportation vouchers to patients who need rides to and from clinic appointments.
- Wisconsin Region of Narcotics Anonymous works with Upland Hills Health to ensure that there are transportation options available to patients who need medication-assisted treatment in Madison to prevent relapse.
- SSM Health-Dean Clinic and Upland Hills Health work with the transitional care resource nurse when discharging patients to ensure that patients have access to get to and from their follow-up appointments.

## Problem: Healthy Eating/ Weight Loss and Exercise (Health Living)

### Goal 1:

Support Iowa County Health Department in its efforts to define goals and objectives in a county-wide Community Health Improvement Plan “Healthy Iowa County.”

Community Action Teams for each of the four priority topic areas will work to define goals and objectives:

- ✓ Mental Health and Alcohol/ Drug Abuse/Misuse
- ✓ Access to Transportation
- ✓ Healthy Eating/ Weight Loss and Exercise (Healthy Living)
- ✓ Aging Concerns

One goal in each of the Community Action Teams will include assembling an inventory/asset map/centralized repository of the efforts underway within other county coalitions, organizations to reduce duplication and create synergy. Eventually, a website will be built to house this inventory and additional data/metrics on each priority area, measuring progress in objectives as well as resources in the community.

### Facts:

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### Action Plan:

- Assemble an inventory/asset map/centralized repository of the efforts underway within other county coalitions and organizations to reduce duplication and create synergy. Develop a centralized data bank.
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- Upland Hills Health (UHH)

## Goal 2:

Increase employee utilization of the Upland Hills Health Wellness Center by 25% by the end of December 2023.

### Facts:

Upland Hills Health offers free access to its staff to the fitness center on the main campus in Dodgeville as well as our Mineral Point location. This is to increase familiarity with the facilities to encourage increased staff participation/use.

### Action Plan:

- Host Open Houses in the Wellness Center for employees to provide orientation to the departments equipment and to re-energize employees' own fitness and weight-loss goals.
- Educate staff regarding the use of exercise equipment through free orientation sessions by personal trainers.
- Resume exercise classes before-and after-regular working hours to improve staff accessibility.

### Community Partners/Supporting Resources:

- Upland Hills Health Clinics will remind employees they have free access to Upland Hills Health fitness center locations in Mineral Point and at the Hospital location in Dodgeville.
- SSM Health-Dean primary health care providers will promote employee use of Upland Hills Health fitness center locations in Mineral Point and at the Hospital location in Dodgeville.

## Goal 3:

Increase public membership of the Upland Hills Health Therapy & Wellness Center and the Mineral Point Fitness Center by 30% by the end of December 2024.

### Facts:

Upland Hills Health offers memberships to community members on the main campus in Dodgeville as well as the Mineral Point location. The goal is to increase community members interest and knowledge of safe and healthy exercise opportunities.

### Action Plan:

- Host Open Houses for community members to orient them to the Therapy and Wellness department and its resources.
- Offer education to community members regarding the use of equipment through free orientation session by personal trainers.
- Resume exercise classes for those of various skill levels and age groups.

### Community Partners/Supporting Resources:

- Upland Hills Health Clinics promote public use of Upland Hills Health fitness center locations in Mineral Point and at the Hospital location in Dodgeville.
- SSM Health-Dean primary health care providers will promote public use of Upland Hills Health fitness center locations in Mineral Point and at the Hospital location in Dodgeville.
- Iowa County Aging and Disabilities Resource Center will promote public use of Upland Hills Health fitness center locations in Mineral Point and at the Hospital location in Dodgeville.
- Iowa County Public Health will promote public use of Upland Hills Health fitness center locations in Mineral Point and at the Hospital location in Dodgeville.

### Goal 4:

Pilot program for revised Living Well program will be initiated at Upland Hills Health by 3/1/2023 with a maximum of 12 participants.

#### Facts:

Evidence for successful weight loss and overall improved health includes proper nutrition and exercise. Professionally trained staff will design an achievable and sustainable program for participants.

#### Action Plan:

- Create a Living Well 12-week pilot program focusing on supervised exercise plan by a personal trainer with nutritional classes developed by clinical dietitians.
- Pilot program will consist of 12 staff members from UHH.
- Data will be collected pre-and post-program to determine efficacy of the program through outcomes.
- Feedback from participants in the pilot program will be considered in adjusting program details before offering it to the public.

#### Community Partners/Supporting Resources:

- Upland Hills Health Clinics will promote UHH employee participation in the pilot Living Well Program.
- SSM Health-Dean primary health care providers will promote UHH employee participation in the pilot Living Well Program.

### Goal 5:

Roll out revised Living Well Program to community members by August 2023.

#### Facts:

Evidence for successful weight loss and overall improved health includes proper nutrition and exercise. Professionally trained staff will design an achievable and sustainable program for participants.

#### Action Plan:

- Identify frequency of class offerings according to staffing.
- Establish manageable fee for participants.
- Advertise Living Well program to the community.
- Collect data pre and post program to identify outcomes of the program for the participants.

#### Community Partners/Supporting Resources:

- Upland Hills Health Clinics will promote public participation in the Living Well Program.
- SSM Health-Dean primary health care providers will promote public participation in the Living Well Program.
- Iowa County Aging and Disabilities Resource Center will promote public participation in the Living Well Program.
- Iowa County Public Health will promote public participation in the Living Well Program.

## Aging Concerns

### Goal 1:

Support Iowa County Health Department in its efforts to define goals and objectives in a county-wide Community Health Improvement Plan “Healthy Iowa County.”

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### Facts:

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### Action Plan:

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- Develop a website (this is a long-term goal) that will house the information.
- Measure progress in objectives as well as resource availability in the community.

### Community Partners/Supporting Resources:

The following partners will provide data to Iowa County Public Health to create the centralized repository of information.

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- Iowa County Public Health (ICPH) (will chair and spearhead this effort).
- Southwestern Wisconsin Community Action Program (SWCAP)
- Upland Hills Health (UHH)

### Goal 2:

Explore current/establish new programs that provide support to caregivers including respite options.

### Facts:

- 20.3% of people in Iowa County are over the age of 65.
- 28.8% of Iowa County residents over the age of 65 live alone.
- 11% of Iowa County residents over the age of 65 are in poverty.
- The majority of caregivers are between ages 60-69. (2018 Iowa county HeART survey)
  - 43.1% care for individuals that live with the caregiver.
  - 43.1% care for individuals that live on their own.
  - 40.6% care for a parent or parent-in-law.
  - 37.5% care for a spouse.
  - 60.8% struggle with managing their emotions.

## COMMUNITY HEALTH NEEDS ASSESSMENT: IMPLEMENTATION STRATEGY

- 58.1% struggle with meeting their personal needs such as personal time, exercise, or sleep
- 31% of caregivers use the internet to find services in their community.
- 21.4% of caregivers use the internet as a way to take a break from caregiving.

### Action Plan:

- Inventory current programs in the area to better understand the service needs for the local senior-age population.
- Identify gaps in senior-age services as they relate to facilities and respite care.
- Develop plan to develop three new programs/services that will assist in closing the identified gaps.
- Implement/evaluate these three programs/services to improve service offerings and enhance sustainability.

### Community Partners/Supporting Resources:

- Aging and Disabilities Resources Center of Iowa County serves as a reference guide for area services.
- Iowa County Public Health Department serves as a reference guide for area services.
- Southwest Wisconsin Community Action Program serves as a reference guide for area services and resources.

### Goal 3:

Explore the development of a senior living center with multiple house / care options.

### Facts:

- Iowa County lost 50 licensed nursing home beds in 2022 when the county nursing home closed.
- Multiple skilled nursing care facilities have recently closed in neighboring counties.
- Many long-term care residents from those facilities have been transferred to facilities outside the region, making travel difficult for family and friends to visit.

### Action Plan:

- Visit area senior living developments to understand new senior living models and trends.
- Develop proformas on various scenarios for type of senior living to identify financial investment demands.
- Seek investors to sustain new senior living developments for the future.

### Community Partners/Supporting Resources:

- ElderSpan Management, LLC currently owns and operates multiple senior living facilities in the region. They are a trusted business partner and provide insight regarding senior living facilities and operations to the Upland Hills Health Governing Board.
- Iowa County is a past owner/operator of the Bloomfield Rehabilitation Center and the local government body which may be helpful in seeking investors.
- Aging & Disability Resource Center (ADRC) is a resource for the local aging population and provide insight regarding senior living and senior care needs.

### Goal 4:

Network with other service providers to address issues pertaining to isolation of seniors, particularly in the more rural areas.

#### Facts:

- 28.2% of Iowa County residents age 65+ are living alone.
- Loneliness and social isolation were identified as gaps in the health and well-being of older adults. (2018 Iowa county HeART survey)

#### Action Plan:

- Inventory current programs provided in the rural communities.
- Identify gaps in services and if new programs are feasible to be established.
- Develop plan to develop three new programs/services that will assist in closing the gaps.
- Implement/evaluate these three programs/services to provide program sustainability into the future.

#### Community Partners/Supporting Resources:

- Aging and Disabilities Resources Center of Iowa County serves as a reference guide for area services.
- Iowa County Public Health Department serves as a reference guide for area services.
- Southwest Wisconsin Community Action Program serves as a reference guide for area services and resources.



## Needs Not Addressed at This Time and Why

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### BULLYING:

The service providers agreed that there are other community groups and school-related groups presently addressing this topic.

### CANCER TREATMENT:

There are many cancer programs and support groups available within the county. The county does not have sufficient population to support a radiation service or additional tertiary services.

### AFFORDABLE HOUSING:

The committee agreed that SWCAP is the premier agency to develop programs and seek grant funds for those in need. Additionally, this goal is being addressed by community and economic development committees within several of our towns are working on this within that community.

### ACCESS TO CHILDCARE:

Access to childcare is being discussed and plans made within local communities and industries/ businesses. UHH serves on a RWHC economic task force that is exploring options for rural childcare.

### SENIOR LIVING

UHH is presently exploring options with investors for a senior living campus.

### AODA Services under Upland Hills Health

UHH is addressing this need through its counseling services, tertiary referrals, primary care follow-up and services offered by partnering agencies.

## Needs That Have Been Addressed

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### Texting While Driving:

Upland Hills Health developed a program. "Just Drive," and presented it to local high school students.

### Affordability of Medical Care:

UHH worked to develop, and staff members contribute to, the county's Free Clinic.