WELL BADGER
RESOURCE CENTER

CALL: 1 (800) 642-7837
INTERPRETIVE SERVICES AVAILABLE
TEXT: (608) 360-9328
EMAIL: HELP@WELLBADGER.ORG

To learn more, visit:
WWW.WELLBADGER.ORG

YOU HAVE QUESTIONS.
WE FIND ANSWERS.

2019 ANNUAL REPORT

ABOUT THE WELL BADGER RESOURCE CENTER

The Well Badger Resource Center is a health information and referral service operated by the Wisconsin Women's Health Foundation, in partnership with the Wisconsin Department of Health Services.

The Well Badger Resource Center provides **health Information & Referral (I&R) services to individuals, families, and professionals** for:

- Children and youth with special health care needs
- Financial assistance
- Health care and coverage
- Mental health and substance use
- Pregnancy and parenting help
- Nutrition services

Services are available to individuals across Wisconsin, operating **Monday through Friday from 7:00 a.m. to 6:00 p.m.** Assistance is also available via email, text message, Facebook Messenger, online live chat, and an online **searchable directory**.



WELL BADGER TEAM

The Well Badger team includes **Certified Resource Specialists** and **Resource Management Experts**, who research, verify, and share referrals for thousands of Wisconsin health care services and resources.

'"They do everything they can to help."
- Well Badger Participant

SERVICE REACH

2,267 Total Referrals Made

See **REFERRALS BY TYPE** (Pages 3 & 4).

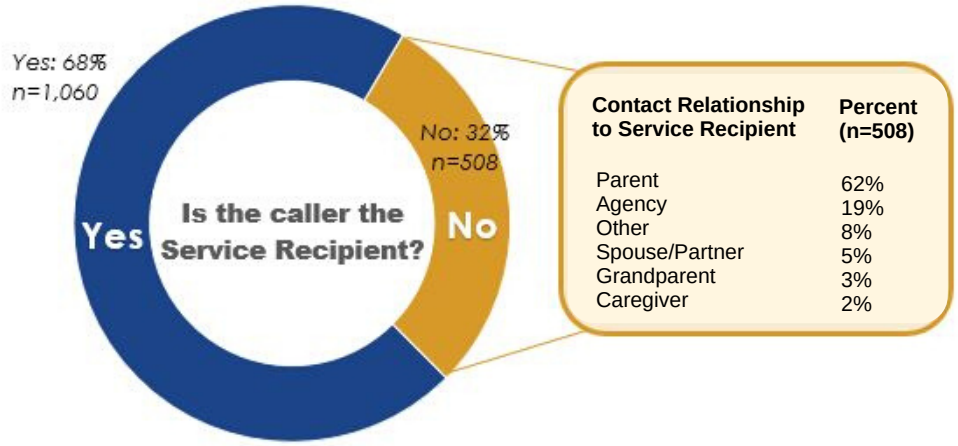
1,568 Total Individuals Served Via:

- Phone (1,488)
- Email (38)
- Live Chat (17)
- Text (15)
- Web Form (9)
- Other (1)

"They helped me navigate a complex system."
- Well Badger Participant

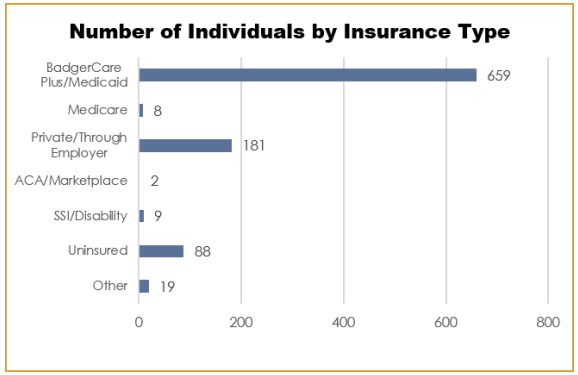
SERVICE RECIPIENTS

- **68% of the total individuals served by Well Badger Resource Center were seeking assistance for themselves ("service recipient").**
- **32% were seeking assistance on behalf of someone else.**



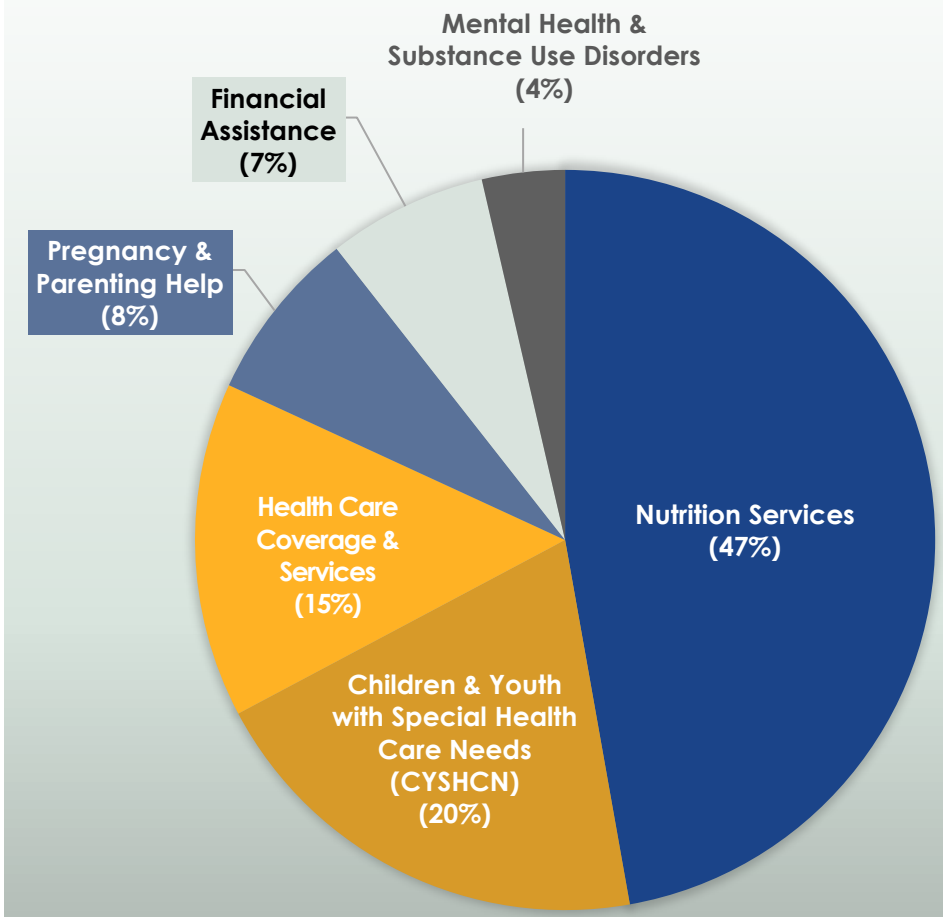
In 2019, Well Badger served individuals who identified as:

- **Child/youth with special health care needs (314)**
- **Pregnant or postpartum (886)**
- **Medicaid/BadgerCare Plus member (659)**
  - In cases where insurance status impacted available referrals, Well Badger I&R Specialists recorded insurance information. Some individuals indicated that they had multiple types of insurance.



2019 REFERRALS BY TYPE

TOTAL NUMBER OF REFERRALS MADE: **2,267**



■ **Nutrition Services** (1,070 referrals)

Service	% of Nutrition Services Referrals
Women, Infants, and Children	88%
FoodShare	9%
Free & Reduced Meals	2%
Free & Reduced Baby Formula	1%
Other	<1%

■ **Children & Youth with Special Health Care** (454 referrals)

Service	% CYSHCN Referrals
Birth-to-3	21%
CYSHCN Regional Centers	12%
Parent Support	11%
Children's Long-Term Support Waiver	9%
Autism Therapy	8%
Katie Beckett Program	6%
School Age Services	5%
Respite Care	4%
Health Check Other Services	3%
Recreational and Social Skills	3%
Youth Support	3%
ADRC	2%
Assistive Technology	2%
Autism Screening & Diagnosis	2%
Speech Therapy	2%
Children's Community Options Program	1%
Developmental Screenings	1%
Health Benefits Counseling	1%
Service Navigation & Case Management	1%
Children's Mental and Behavioral Health	<1%
Occupational Therapy	<1%
Other	<1%

2019 REFERRALS BY TYPE CONTINUED:

Health Care Coverage & Services (332 referrals)

Service	% Health Care Coverage Referrals
BadgerCare Plus	52%
Well Woman	10%
Free/Community Clinic	9%
Medical Services/Provider	8%
Health Check	5%
HMO	3%
Marketplace/ACA	3%
Dental Services/Provider	2%
Other	2%
Domestic/Sexual Violence	1%
Emergency Medicaid/Services	1%
Health Benefits Counseling	1%
Medicaid Disability	1%
Medical Transport	1%
Breast Care	<1%
Environmental Health/Hazard	<1%
Family Planning Only Services	<1%
Newborn Screening	<1%

Pregnancy & Parenting Help (171 referrals)

Service	% Pregnancy/Parenting Referrals
Supplies for Babies/Children	47%
Child Care	12%
Prenatal Care Coordination	9%
Support Groups and Classes	9%
Abortion Services	8%
Other	7%
Pregnancy Help Centers	4%
Breastfeeding	1%
Kinship Care	1%
Nurse-Family Partnership	1%
Pregnancy Counseling	1%
Safe Haven	1%

Financial Assistance (158 referrals)

Service	% Financial Assistance Referrals
Housing	28%
Emergency Assistance	16%
Energy Assistance	11%
Low Cost/Free Legal Aid	8%
Wisconsin Works	7%
Employment Services	6%
Supplemental Security Income	6%
Wisconsin Shares	6%
Transportation	4%
Other	3%
Social Security Disability Insurance	3%
Wisconsin Caretaker Supplement	2%
Child Support	1%

Mental Health & Substance Use Disorders (82 referrals)

Service	% Mental Health & AODA Referrals
Counseling & Therapy	24%
Physician-Based Psychiatric Services	13%
Screening and Assessment	12%
Crisis	10%
Substance Use Prevention & Education	10%
Medication Assisted Treatment	7%
Outpatient Treatment	6%
Support and Education for Families	5%
Residential Treatment (Mental Health)	4%
Psychiatric Hospital – Inpatient Treatment	4%
Day Treatment	1%
Residential Treatment (AODA)	1%
Smoking Cessation	1%
Transitional Living	1%

OUTCOMES

REFERRAL FOLLOW-UPS

Well Badger Resource Center offered follow-up services to all participants, to ensure that individuals were able to secure the resources and/or assistance needed. Follow-ups were completed one to two weeks after the initial contact and offered via phone, email, or text.

75%
of participants consent to a follow-up

59%
of consenting participants were reached for follow-up

76%
of individuals surveyed had successfully secured resources

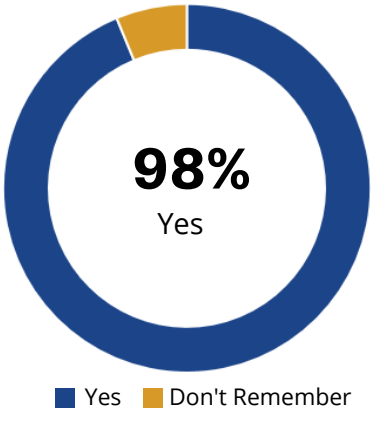
"I was directed to the exact resource I needed."

"They made sure to have the right resources and called me to make sure I got everything I needed done."
- Well Badger Participants

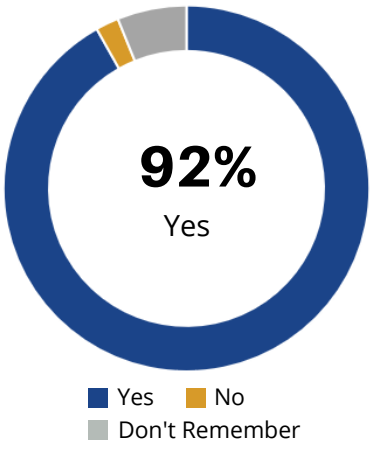
PARTICIPANT SATISFACTION

Customer satisfaction surveys were offered to all participants as well. 49 Individuals participated via online or phone survey.

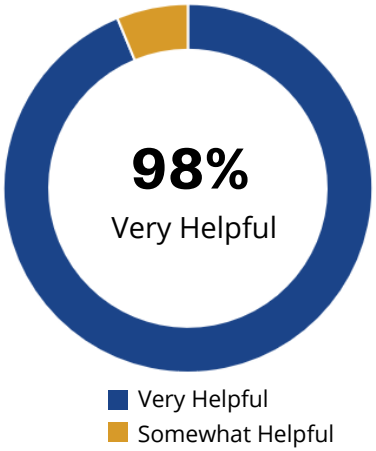
Did you feel listened to by the I&R Specialist?



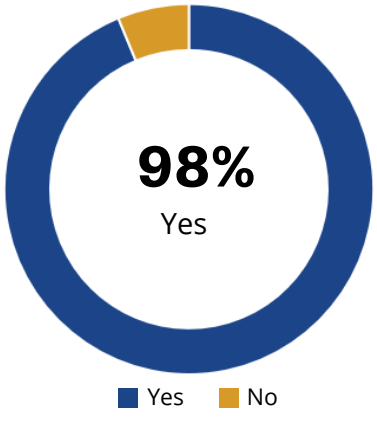
Were you given the appropriate referral?



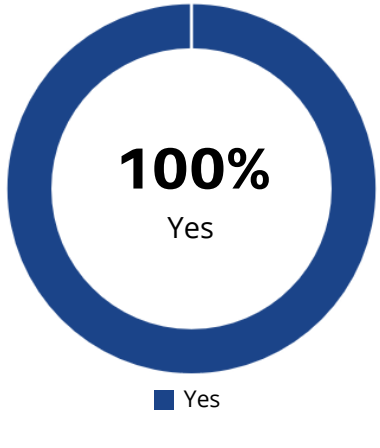
How helpful was the I&R Specialist?



Would you use Well Badger again?



Would you recommend Well Badger to others?



"She took time to listen to all my thoughts and questions and even did some additional research to give me the most relevant information possible. She knowledgeably answered all my questions and made sure I was an active participant in making any decisions."

"I feel like it's one of the best resources I've found. Not a stressful, anxiety-filled phone call [...] Felt like a human being and not just a number."

2019 HIGHLIGHTS

WELL BADGER RESOURCE CENTER
2019 ANNUAL REPORT

LAUNCH OF AN ONLINE SEARCHABLE RESOURCE DIRECTORY



Individuals may search from more than 3,000 verified health resources. Well Badger is constantly adding, verifying, updating, and improving the resources in this directory.

www.wellbadger.org

LAUNCH OF ELECTRONIC INFORMATION & REFERRAL SERVICES

In addition to being assisted via phone, Well Badger participants may access Information and Referral services via text message, e-mail, live chat, facebook messenger, and web form.

You can connect with Well Badger by:

PHONE
1-800-642-7837

TEXT MESSAGE
608-360-9328

EMAIL
help@wellbadger.org

LIVE CHAT
www.wellbadger.org

FACEBOOK MESSENGER
@WellBadger

CHILDREN'S MENTAL HEALTH RESOURCE SURVEY

Well Badger surveyed over 100 families and professionals regarding the need for and functionality of a future online children's mental health resource navigator.

BECOME PART OF THE WELL BADGER PROFESSIONAL NETWORK:

*Visit our **Professionals Page** to:*

- *Submit your agency's information for inclusion in our online directory*
- *Order or download print materials or resource kit*
- *Join our listserv for quarterly updates*

Email: agencyinfo@wellbadger.org

Agency Phone Line: 608-571-1481

Web: ConnectWithWB.org

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