

# TELE-BEHAVIORAL HEALTH NETWORK

Wisconsin Association of Free and Charitable Clinics

Danine Casper



## WISCONSIN ASSOCIATION OF FREE AND CHARITABLE CLINICS (WAFCC)

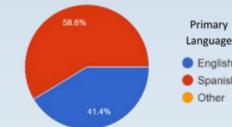
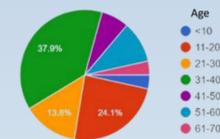
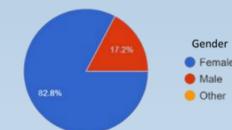
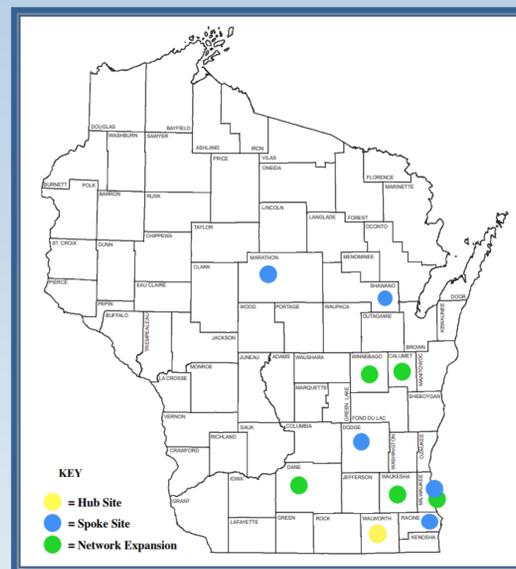
WAFCC exists to support, strengthen and advocate for the 94 free and charitable clinics (FCCs) in Wisconsin. In 2022, FCCs served more than 160,000 patients and saved hospital systems \$43M by diverting emergency visits. 27 FCCs provide dental care and 21 provide behavioral health services.

When the COVID Pandemic hit WI in 2020, WAFCC received a generous grant from the Advancing a Healthier WI Endowment to implement the infrastructure of telehealth in FCCs. Over 40 clinics adopted telehealth and continued providing access to healthcare for the uninsured through the pandemic. These clinics were instrumental in helping vaccinate their communities.

## NETWORK EXPANSION

WAFCC plans to grow the network by adding additional clinics, more counselors to serve patients waiting for services and incorporating health outcome data measurements to monitor success. The Hub Site will grow the practice by incorporating a hybrid Medicaid model.

## EQUITABLE ACCESS TO BEHAVIORAL HEALTH SERVICES Hub and Spoke Model of Care



Bilingual Counselors  
 Lucy Renteria, APSW  
 Diana Barco, MFT

*“Una de las cosas que mas me gusta de Telehealth es saber que hay alguien a quien le importo”*

(“One of the things I like most about Telehealth is knowing that there is someone who cares about me”)

- Maria, 32

*“It has been a pleasure to be able to help patients access care from the comfort of their own home. As a therapist, it has been clearly beneficial to the patient’s mental health treatment to eliminate the stress of missing work, transportation, childcare, and financial costs to accessing care.”*

- Lucy, Therapist

*“Lo que mas me gusta es que nos sentimos comodos como pareja al hablar de nuestros problemas, y que la terapia es en espanol.”*

(“What I like most is that we feel comfortable as a couple talking about our problems, and that the therapy is in Spanish.”)

- Carolina, 38

## CONTACT INFORMATION

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Scan Me! - WAFCC Telehealth

## TELEHEALTH COMMUNICATIONS



- Video Chats
- Text Messages
- Forms
- Fax
- Broadcast Messaging
- Interpreter Services
- Wi-Fi Accessible (no app needed)
- English and Spanish
- No Billing Component for FCCs

## SPONSORS

