CCS Coordination Committee Minutes  
Madison Central Library, 1st Floor Conference Room  
May 18, 2016  
12:00-1:30 p.m.

Present: Mary Bixby, Adam Brabender, Errica Braun, Dorothy Hawkins, David Kuehne, Linda Kustka, Todd Campbell, Ava Martinez, Julie Meister, Anna Moffit, Peter Rossmeissl, Peggy Spiewak, Renee Sutkay, Pam Valenta, (Carrie Simon - note taker)

1. Comments about, or corrections to, 3/16/16 & 4/20/16 minutes - approved

2. Please let Julie know if you are unable to make it to a scheduled meeting, important for us to have quorum (51% of membership present) to be able to conduct business.

3. Location: Suggestions regarding alternate location due to congestion/parking. One option would be Villager Mall on South Park Street in Dane County meeting room. Thoughts?
   a. Some folks have trouble parking downtown, but others travel by foot or bus - for now we will keep the meeting at downtown library and will compile some parking information, if anyone has other ideas we will address at future meeting
   b. Julie/Carrie will send out parking information to Committee members

4. Progress update
   a. CCS Intakes thus far (209 total)
      i. Adults=159 (+19 from last month)
      ii. Youth=50 (+3 from last month)
         - Capacity issues at all SF agencies, however several agencies have hired new staff so should have some increased capacity soon.
         - The first 30 days are pretty intensive, SF need to spend a lot of time on intakes. 2-3 intakes a month is about the most that a SF can take.
   b. Contracting
      i. Service Facilitation Agencies
         - Youth = 10 agencies (+1)
            - Community Counseling Center, Community Partnerships, DCDHS, HealthyMinds, Journey Mental Health Center, Lutheran Social Services (age 12+), Madison
Psychotherapy Center (new), Madison Trauma Therapy, Orion Family Services (not yet taking clients), Sankofa

- Adults = 11 agencies
  - Community Counseling Center, Community Partnerships, HealthyMinds, Journey Mental Health Center, Lutheran Social Services, Madison Psychotherapy Center (new), Madison Trauma Therapy, Porchlight, Sankofa, SOAR, Tellurian
  - Madison Psychotherapy Center - adding SF as a service

ii. Array Agencies
  - 50 total fully contracted (+4)
  - 5 agencies in process of contracting
    - Allies Mentoring; Horizon High School; Madison Neuropsychological Services; Juvenile Assessment and Treatment Center; Waisman Center
  - Provider Network directory is available on the DCDHS website with up-to-date info on which services are provided by which agencies. Julie will send link to Coordination Committee members.

c. Training of CCS Staff
   i. Continuing to offer all CCS trainings monthly due to ongoing provider onboarding and interest
     - Providing regular on-site technical assistance to providers as needed.

6. Chart Audits
   a. DCDHS staff is fully engaged in CCS Client Chart audits in preparation for DQA site visit in June. Hired an LTE clerical staff to assist with review and tracking.
   b. CCS Service Directors are providing feedback to agencies regarding missing/incomplete paperwork and/or inadequate documentation.
   c. Service Facilitation agencies with significant deficiencies are being suspended from receiving new CCS admissions until charts are brought into compliance with DHS 36 requirements.
   d. Questions
      i. What is the turnaround from when something is faxed and sent in until it shows up on the report? maximum of 3 business days
      ii. Are the standards known to providers prior to them becoming CCS provider? Yes, there is extensive training on documentation requirements.

7. Questions re: intake
   a. What is the timeline?
      i. Calls to intake line returned within 3 business days to provide basic info, intake will call back to schedule screen and answer questions within 3 weeks, then it is up to the client to decide on SF choice which may be a short time (if the agency of choice is available) or longer (if they choose to wait for a particular agency)
b. Discussion re: program upstart and challenges of meeting the community need

8. CCS Plan
   a. CCS Plan was provided to Coordination committee at March meeting. Based on review of CCS Plan, are there any edits that the Coordination Committee would like to make?
   b. Is Coordination Committee prepared to approve? (Plan will then be finalized and updated on DCDHS website.)
      i. Generally positive feedback - very comprehensive plan
      ii. Does it look like other CCS plans? Probably not because Dane’s CCS program is unique in the state
      iii. Todd moves to approve, Adam seconds
           • all in favor, none opposed
   c. Discussion re: putting the staff listing online - it is out of date as soon as it is published - will look into removing the staff listing and providing a link to the provider directory instead

9. CCS Participant Handbook
   a. DCDHS specialists will attempt to reduce reading level/sentence length and will recalculate reading level.
   b. If reading level continues to be elevated, are there volunteers to be on another workgroup to complete further edits? Carrie Simon is heading up this effort.
   c. Pam/Errica have volunteered to participate in a focus group at Yahara House to look at handbook and obtain feedback. Will look for a mix of people who are and are not involved with CCS.
      i. questions to ask - are there particular parts of the book that are more useful than others? Is it readable? Is it better to distribute the book beforehand or not?
      ii. Feedback committee will meet beforehand to strategize - Carrie is assigned staff
      iii. Dorothy volunteered to join the feedback committee

10. Dane County Planning and Evaluation follow-up.
    a. Survey
       i. Revised survey for Intake and 3-months post-intake distributed.
       ii. Is the committee prepared for DCDHS to administer?
          iii. Some people will not understand the term Service Facilitator, especially if English is not their first language. Put a statement on the top that defines Service Facilitator as Case Manager.
       iv. comments - change terminology for client grievance – simplify, add N/A category
       v. due to time constraints, this topic will be revisited at next month’s meeting
    b. Quality Improvement Plan
       i. Review of edits.
ii. Is the Coordination Committee prepared to approve? (This is included as part of the CCS Plan.)
   - Adam moves to approve, Ava seconds - 11 votes to approve
   - Edits suggested: include more detail on how to evaluate progress, 1 typo CCF instead of CCS, 1 addition to language “need more challenging employment opportunities for participants”
   - question re: need to include notes on when issues were raised

iii. Discussion re: need for detail in the timeline box for the staff survey
   - suggestion - maybe this is a year 2 project, may be helpful to have results of ROSI/MHSIP to inform the content
   - suggestion - by March of 2017 this committee will review a draft of a staff survey

iv. Todd moves to approve revised plan, Renee seconds
   - All in favor, none oppose

11. Topics for next meeting – **Continue discussion re: staff survey**
12. Other issues.
13. Completion of timesheets.
14. Next meeting:
   a. **6/15/16, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room**