CCS Coordination Committee Minutes
Madison Central Library, 1st Floor Conference Room
September 20, 2017
12:00-1:30 p.m.

Present: Gala Gardiner, David Kuehne, Julie Meister, Carrie Simon, Peggy Spiewak, Renee Sutkay, Pam Velenta

1. Comments about, or corrections to, 7/19/17 minutes.
   Clarification requested about Physician Prescription in minutes. Julie Meister gave a clarification. Renee moved for approval of minutes, Carrie seconded, and all members approved of Minutes.

2. Progress update
   a. CCS enrollment update (630 total, up 25 since July meeting)
      i. Adults = 495 (+21 from July)
      ii. Youth = 135 (+ 4 from July)
      iii. Discharges = 110 total since program began (+24 since July)
         • 49 enrollments when considering discharges.
   b. Training of CCS Staff
      i. All mandatory CCS trainings offered monthly due to ongoing provider onboarding
         • Onboarding an average of 25 new staff per month
      ii. Additional trainings offered to CCS Provider Network
         ▪ August 2017: Grief, Loss, & Trauma for Children in Out of Home Care
         ▪ October 2017: Mandated Youth Services (CPS, Juvenile Justice)
         ▪ November 2017: Mandated Reporter Training (Child/Elder/Adult-At-Risk Abuse and Neglect)
         ▪ December 2017: Medical Assistance Basics (Documentation required, training on what it is)

3. Intake Survey
   – Began distribution of Intake survey 9/1/17.
     Confidential. Only month of initial appointment written on survey. Each envelope color coordinated to be able to track experience with each intake worker.

4. CCS Demographics/Statistics review
   - Discussion on low Hispanic enrollment. Pam commented that population use Access Health and seem to prefer to attend groups within their community before reaching out to CCS.
   - Discussion of how many bicultural staff CCS has. Julie commented that a list of bilingual staff is maintained that includes Spanish, French, Hmong, and Arabic.
5. Intake mailing for review/feedback
   - **Intake form letter, Release of Information and Physician Prescription.** Agency selection form included if client doesn’t know who they want to select at time of call into Intake. **Intake workers can assist clients with obtaining Physician Prescription.** Question on whether hospital staff can sign Prescription form – MD or DO needs to sign form. **Discussed diagnosis requirements and professionals that can verify diagnoses for mental health and substance abuse.**
   - **Agency Adult Selection Form Letter explained by Julie Meister.** Question on what if client doesn’t know which agency to select. Julie explained client can select No Preference and intake workers can guide clients based on their needs.
   - **Question on how long it takes for Intake workers to return calls.** Julie said same business day typically, but up to 3 business days to accommodate vacations and screens in the community. Julie clarified adult intake phone number.
   - **Pam questioned if the intake packet with agency selection could be given to client at agency level rather than by CCS staff if agency screen refers to CCS.** Julie stated that Provider Directory and CCS Physician Prescription are housed online and providers can always proactively review with consumers and assist with agency selection and completion of Physician Prescription.
   - **Discussion held that CCS is a highly participatory program and not a good fit for consumers who aren’t engaged.** Renee questioned if intake could better determine their engagement at intake. Julie explained that this is not possible as application starts CCS process. If consumer doesn’t participate for 3 months, they could then be discharged. **CCS program not for consumers only looking for outpatient therapy.** Intake workers work with client to determine what they are requesting.
   - **Discussion held that CCS intake packet form letters/check lists are very easy to read. No changes recommended.**

5. Action Item: Nursing Billing/Payment Issue from last meeting:
   - **Renee made a motion that the CCS Committee will not take up Nurse Bill Rates issue again,** Carrie seconded. **Motion approved 7-0 by all present.**

6. Reserving last 15 minutes of meeting for Public comment:
   - **Renee made motion to reserve last 15 Minutes at end of CCS Coordination Committee meeting for public comment,** Carrie seconded. **Motion passed: 6-0 (Peggy left meeting early.)**

6. Topics for next meeting: Review new policies.

7. Completion of timesheets.

Carrie made motion to adjourn, Renee seconded. Meeting adjourned at 1:30 pm.

Next Meeting: 11/15/17, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room