



JOE PARISI
DANE COUNTY EXECUTIVE

Dane County Department of Human Services Division of Adult Community Services

Director – Shawn Tessmann
Division Administrator – Todd Campbell

CCS Coordination Committee Minutes

Zoom Virtual Meeting (Due to COVID-19 precautions)

November 18, 2020

12:00-1:30 p.m.

PRESENT: Laura Abilene, Teri Barman, Andi Galka, Michelle Hicks, Wendy Johnson, Veronica McMurray, Mary Rauwolf, Margaret Rubio, Brittany Staskal, Heidi Stringer, Mai Zong Vue, Julie Meister (non-voting)

NON-MEMBERS: Emily Morris, Niki Parker, Jenna Ramaker

NOT PRESENT: Nikyra McCann, Khar'a Moore

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
- No public comment.
2. Welcome to new members, Nikyra McCann, Veronica McMurray, and Brittany Staskal and introductions.
All members introduced themselves.
3. Comments about, or corrections to 9/16/2020 minutes.
 - a. Approval of minutes **Minutes approved.**
4. Progress update (as of 11/17/2020)
 - a. CCS enrollment update (1506, up 57 since 9/14/2020)
 - i. Adults = 1142 (up 51)
 - ii. Youth = 364 (up 6)
 - iii. Discharges = 695 total since program began in 2015
 - Average discharges = 17/month in 2019, 20/month 2020 Q1, 13/month Q2, 18/month Q3
 - **Discharge reasons from CCS vary, many related to non-engagement and/or moving out of county/state**
 - b. Dane County CCS Personnel
 - i. 4 new CCS positions in 2021 Dane County Budget
 1. **3 new CCS intake workers, one of which will be bilingual Spanish**
 2. **1 new CCS lead intake worker**
 - ii. Currently recruiting for CCS Service Director
 1. **Heidi has been promoted to be the Children's Behavioral Health Supervisor working with ARTT/CCF and CLTS/CCS Programs**
 - c. CCS Providers: Adapting to changes in COVID levels, telehealth, flexibility
 - i. **Julie reported that CCS providers are being mindful and skillful when it comes to ensuring safety of consumers and staff with regard to COVID protocols, embracing Telehealth and being as flexible as possible to meet consumer needs**

- ii. **Mai Zong Vue- Our staff have been pulled to do more than usual on a daily basis. Adjusting to fear to COVID and family stress are important to us. We tell staff to do what they can, and have self-care. Some of our clients do not have the proper resources to access virtual services. We're trying to enhance access to virtual services with the clients via agency-owned tablets. We are finding creative and safe ways to adjust to the pandemic with the clients. You guys at the county are our hope.**
 - iii. **Andi Galka- Everyone has different needs, there are some people that have compromised health conditions and use all of the PPE we have access to. There are a lot of folks that offer suggestions and ideas on how to access virtual appointments.**
 - iv. **Mary Boesel Rauwolf- Food-wise there are so many people in need. As a group we are all delivering Thanksgiving dinners to clients. It is difficult to keep up with people's mental health needs due to this pandemic and holiday season.**
 - v. **Julie Meister- This is when we see the best in people during adversity. It warms my heart to hear about all of these efforts agencies are making during these difficult times.**
 - vi. **Michelle- Regarding Housing Specialists, is there is only one person for all of the CCS clients? There is a huge waitlist. With increase in clients, this is concerning to me. Trying to find help with housing during this time has been rough. The agency I work with has been amazing in regards to jumping in to help my daughter.**
 1. **Julie Meister- There are multiple providers that offer skills training related to housing search. Discussion of agencies available and referred to CCS Provider Directory as a resource. Some service facilitation agencies have also had one staff develop their skills in the area as a specialty.**
5. Review 2020 QI Plan for next steps and begin thinking about 2021 QI plan.
- a. Julie still working on locating contact in Latino behavioral health community
 - i. **One of our goals is to increase the awareness of CCS services within Latinx community.**
 - b. Contact at Wisconsin Department of Public Instruction sent out CCS information and brochure to statewide listserv.
6. **Emily Morris- Lead Intake Worker available to answer Committee questions regarding CCS enrollment process.**
- a. **Michelle Hicks- The intake staff are so helpful, you guys are doing great**
 - b. **Mau Zong Vue- Can you walk us through the intake process Emily?**
 - i. **Emily Morris- Adult intakes:**
 1. **The individuals need to contact CCS themselves by calling the CCS intake line. Each day there is an intake worker assigned to field and reply to phone calls and inquiries.**
 2. **There is one phone number for both adult and youth CCS referrals. We have heard that this is helpful and less confusing. 608-242-6415**
 3. **Each participant needs a valid physician prescription to enroll in CCS services. Form needs to be completed by an MD/DO/APNP**
 4. **Intake workers engage in dialogue with prospective participants: what are your goals, what are the needs/barriers you experience in life, what have you tried before?**

5. ***Prospective consumers indicate which service facilitation agency they would prefer to work with or whether they want the first available***

ii. ***Children/Adolescent referrals:***

1. ***Parent/legal guardian must consent to services and sign paperwork.***
2. ***Youth also need a valid physician prescription to enroll in CCS services.***
 - ***In addition, we need to obtain documentation which details the youth's symptoms/behaviors, which can come in the form of a treatment plan, neuropsychological evaluation, psychological evaluation, treatment notes, and sometimes IEP***
 - ***If the youth does not have any of these additional documents, we can send an internal form created called the, "documentation of diagnosis" form to the MD/DO/APNP that signed the physician prescription form***
 - ***It is not a problem for us to receive releases of information or any documentation for youth/adult referrals prior to that person/guardian calling the intake line***
 - ***Once we have received the paperwork needed, then an intake can be scheduled (via telehealth due to COVID-19 currently).***
3. ***Laura shared resources***
 - ***<https://danecountytimebank.org/>***
 - ***<http://payitforwarddanecounty.weebly.com/>***

7. **Items for January meeting**

a. ***Quality improvement plan? What comes to mind? How can we improve CCS in 2021?***

1. ***Michelle- I handpicked a UW Therapist for my daughter and found out that we could not see this person because they were not a CCS provider. Why can't the UW network be a CCS provider?***
 - ***Julie Meister- This issue is related to current Medicaid policy. Dane County CCS would love to welcome the larger health systems into our network, however these systems have not as of yet been interested in joining the CCS provider network. There are several barriers to the larger health systems becoming CCS providers (EHR, training, contracts, etc.). Counties are discussing this issue with the State on an ongoing basis.***

8. **Completion of timesheets.**

- a. **Julie will email timesheets to those that need them to review. Either sign electronically with Adobe Acrobat or send email back to Julie confirming that you agree with time sheet (counts as your signature) and Julie will submit to payroll.**

Next Meeting

1/20/21, 12:00-1:30pm

Zoom Virtual Meeting (due to COVID-19 precautions)