



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):

March 17, 2021
12:00-1:30 p.m.

Present: Andi Galka, Michelle Hicks, Wendy Johnson, Nikyra McCann, Veronica McMurray, Khar'a Moore, Rick Petzke, Margaret Rubio, Brittany Staskal, Heidi Stringer, Mai Zong Vue, Julie Meister (Chair)

Absent: Laura Abilene, Teri Barman, Mary Rauwolf

Present (Non-Members): Jenna Ramaker, Niki Parker

1. Public comment time (5 min/speaker up to 15 minutes total allocation) **No public comment.**
2. Comments about, or corrections to 1/20/2021 minutes.
 - a. Approval of minutes
 - i. **All in favor to approve Minutes**
3. Progress update (as of 3/15/21)
 - a. CCS enrollment update 1641 total participants enrolled, (up 65 since 1/18/2020)
 1. **Intake workers staying quite current with enrollments**
 - ii. Adults = 1250 (up 46)
 - iii. Youth = 391 (up 19)
 - iv. Discharges = 757 total since program began in 2015
 - Average discharges = 17/month in 2019, 16/month in 2020, 15/month in first two months of 2021

-Rick- why do people discharge? Reasoning? How to improve things?
-Julie- Jenna and I can bring the data to our next meeting
 - b. Dane County CCS personnel update
 - i. Service Director Hired: Jessica Gilbert, LPC
 1. **4 years' experience serving in Columbia County, brings excellent CCS knowledge base, Dane County is significantly larger than Columbia County**
 - ii. In process of recruiting Lead Social Worker and Bilingual (Spanish) Social Worker
 - c. Division of Quality Assurance (DQA) site visit in June 2021
 - i. **Conducting some internal auditing and quality assurance in preparation for site visit.**
 - ii. **QA is a day-to-day function, so in a good place for certification.**
4. Confidentiality discussion
 - a. Importance of confidentiality within CCS
 - i. **If committee members receive access client information in the course of their duties, information is always to be kept confidential**
 - b. Each CCS staff must complete annual Confidentiality Training

- c. Please watch 40-minute confidentiality video and email Julie when done. **(Free Training)**
 1. **Send Julie Meister an email once you have completed the free training**
Link → https://danecountyhumanservices.org/ccs/prov/conf_trng_rfshr.aspx
5. Review results of 2020 CCS Consumer Satisfaction Survey (Jenna)
 - a. **Report of survey results distributed to Coordination Committee and reviewed with committee. Results also available for public to review on DCDHS CCS website.**
 - b. **The goal of Consumer Satisfaction Survey is to assess participant experiences in CCS program**
 - c. **The surveys provide a lot of information based on CCS participants' own experience. Unable to compare results of adult surveys to previous years' because instrument changed this year.**
 - d. **Administered annually. Our goal was to increase our response rate by 5% this year, we improved by 2%. Question: How does Dane County compare to other counties' response rate? Jenna-Dane County is on lower end of the spectrum, smaller counties tend to have higher response rates due to more personal administration methods.**
 - e. **We tried a new delivery method this year—survey administration via email was utilized if we had current email address.**
 - f. **Gift cards were provided to all eligible for survey.**
 - g. **Rick Petzke: Given my experiences, we used to send out surveys for people that didn't have access to the internet/computers/laptops. We used to send them out via email and postal mail and I think that would be a great idea to see how the results change next year.**
 - i. **Jenna- We want to make the surveys the most accessible as possible for people given their circumstances and will review all suggestions for improved administration.**
 - ii. **Julie- We will collaborate with Committee on exploring ways to increase response rate in late-Summer or early-Fall, closer to time of survey administration.**
6. Review and update QI plan if time allows (goals)
 - a. **Survey response rate goal: we want to increase by 5% response**
 - i. **Mai Zong Vue- Can we do evaluations that are more relevant to specific cultures?**
 1. **Julie- That may be more of an agency level project, specific survey utilized (MHSIP) is mandated by the State**
 - ii. **Rick Petzke- Suggest adding additional QI plan goal of increasing understanding of reasons for CCS discharge in effort to improve CCS experience.**
7. Items for May and future meetings
 - a. Complete discussion of updates to QI Plan based on results of Consumer Satisfaction Survey, approve plan.
 - b. Behavioral Health Resource Center presentation
Rick suggested reviewing report of reasons for discharge at next meeting.
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

5/19/21, 12:00-1:30pm

Zoom Virtual Meeting (due to COVID-19 precautions)