



Dane County Department of Human Services Division of Adult Community Services

Dane County Executive – Joe Parisi
Director – Shawn Tessmann
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CCS Coordination Committee Minutes

Zoom Virtual Meeting (Due to COVID-19 precautions)

May 19, 2021
12:00-1:30 p.m.

Present Members: Laura Abilene, Teri Barman, Michelle Hicks, Wendy Johnson, Veronica McMurray, Khar'a Moore, Rick Petzke, Mary Boesel Rauwolf, Margarita Rubio, Heidi Stringer, Julie Meister (chair)

Absent: Andi Galka, Nikyra McCann, Brittany Staskal, Mai Zong Vue

Non-Members Present: Jenna Ramaker, Niki Sustr

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
 - ***Margarita Rubio- High turnover rate? I am used to people being on the ball regarding the team and documents. This gets frustrating because you get used to someone and then SF leaves.***
 - ***Julie Meister- Turnover is often a challenge, which is challenging for CCS participant and agency. Knowledge and relationship are important when you are first starting with someone.***
 - ***Wendy Johnson retiring this summer, Wendy's replacement will also sit on the CCS Coordination Committee once hired.***
2. Comments about, or corrections to 3/17/2021 minutes.
 - Approval of minutes
 - ***All in favor, minutes approved.***
3. Progress update (as of 5/17/21)
 - CCS enrollment update 1716 total participants enrolled, (up 75 since 3/15/2020)
 - Adults = 1320 (up 70)
 - Youth = 396 (up 5)
 - Discharges = 792 total since program began in 2015
 - Average discharges = 17/month in 2019, 16/month in 2020, 17/month in Q1 of 2021
 - We will talk to the QA team about this
 - Dane County CCS personnel update

- Lead Social Worker hired: Sheng Lee, CAPSW
- Current recruitments:
 - 1.0 FTE Social Worker (new in 2021 budget), closes 5/17 internally
 - 1.0 FTE Bilingual Hmong Social Worker, closes 5/28 internally
 - Reclassifying Bilingual Spanish Social Worker to Bilingual Spanish Case Manager
 - a. ***After reclassified, the individual won't need a degree in Social Work, which expands the candidate pool.***
- Division of Quality Assurance (DQA) CCS recertification site visit on **June 14, 2021**
 - ***Annual site visit at DCDHS on June 14th, we will update you all at our next meeting in July.***

4. Complete updates to QI Plan

Julie Meister- I will review proposed changes based on current state of CCS and our results from the consumer surveys. I am open to suggestions for additional edits as we review.

- ***With this year's survey responses, the lowest rate of responses was African Americans and youth, we want to explore more ways we can increase the response rates with these underrepresented groups***
 - ***We found that if we used emails with youth we had a lower response rate within the consumer surveys compared to paper forms***
 - ***Rick Petzke: Before the next survey, you should update the mailing list so you have all of the current addresses. Could the committee help with updating the mailing list?***
 - ***Julie: Service facilitators and intake workers update addresses, but often times clients become disengaged or the SF doesn't update the address immediately at time of change. We also make sure before the survey time to reach out to everyone to see if anything has changed.***
 - ***Heidi Stringer: Maybe texting with the youth will be better instead of emailing***
- ***Julie Meister: We will be looking into a developing and administering a short survey to see how long it is taking CCS providers to begin working with new referrals. What is wait time from agency-to-agency?***
 - ***Laura- We have been with CCS for over a year, my daughter has special needs and as we are finding new providers to pair her with, it's taking months to get the help we need.***
- ***Julie- Another project we would like work with the CCS Coordination Committee on is to review the CCS Provider Directory and make suggestions for improvements. Want to ensure that information is well-organized and accessible.***
- ***Julie-Will continue to hold monthly Service Director meetings to ensure a consistent message and make sure every service facilitation agency has the support needed and access to timely information about State updates.***
- ***Julie- We will likely need #5 ongoing due to nationwide shortage of psychiatric prescribers.***
- ***Julie- Although #6 has been a goal for several years, assessing employment services during COVID does not seem like a good idea. We will keep this goal and evaluate post-COVID. Work is a vital path to recovery.***

- **Julie- I propose we remove #7; an agency that specializes solely on substance abuse has joined the provider network and an additional two service facilitation agencies obtained their DHS 75 certification.**
- **Julie- Goal #8 is important and will be maintained. We will always want to ensure that our services are inclusive, accessible and equitable.**
- **Julie- I propose we delete #9 as assistance is being administered at the County and/or Department level and CCS agencies have largely returned to pre-COVID baseline revenue levels.**

a. Approval of updated QI Plan

- **All in favor of proposed updates to QI Plan, QI Plan approved.**

Question: Teri Bauman- My son is to the point where he is in this age range and he does not want to work on specific goals. We have lost providers because of this and I am curious as to why people have told me that kids in their pre-teens are reluctant to this. Are we losing providers because he aged out of specific areas? Is this something that is common with his age?

- **Julie Meister, Heidi Stringer, Wendy Johnson- Many youth disengage or are not motivated to work on specific goals during late adolescence. This is common for youth between the ages of 12-18 and even up to age 23, they really want to exercise independence.**

5. Items for July and future meetings

- Behavioral Health Resource Center presentation
 - **Committee would like to hear more about BHRC. Julie will invite supervisor to attend meeting.**
 - **Committee would like to review data on staff turnover at next meeting.**

6. Completion of timesheets.

- 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

7/21/21, 12:00-1:30pm

Zoom Virtual Meeting (due to COVID-19 precautions)