



Dane County Department of Human Services Division of Adult Community Services

Dane County Executive – Joe Parisi
Director – Shawn Tessmann
Division Administrator – Todd Campbell

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CCS Coordination Committee Minutes

Zoom Virtual Meeting (Due to COVID-19 precautions)

May 18, 2022

12:00-1:30 p.m.

Present: Laura Abilene, Teri Barman, Andi Galka, Michelle Hicks, Nikyra McCann, Mary Boesel Rauwolf, Margaret Rubio, Vanessa Statam, Heidi Stringer, Mai Zong Vue, Julie Meister (chair)

Present (Non-Members): Niki Sustr, Jenna Ramaker, Laleña Lampe

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
Newest committee member, Vanessa Statam. Vanessa works at Anesis. Welcome!
2. Comments about, or corrections to, 3/16/2022 minutes.
 - a. Approval of minutes
All in favor to approve the minutes, minutes approved.
3. Progress update (as of 5/17/2022)
 - a. CCS enrollment update 2,032 total participants enrolled (up 26 since 3/15/2022)
 - i. Adults = 1563 (up 23)
 - ii. Youth = 469 (up 3)
 - iii. Discharges = 1169 total since program began in 2015 (up 69 since 3/15/22)
 - 2021 average discharges: 26 discharges/month
 - 2022 Q1 discharge average: 35/month
 - b. Dane County CCS personnel update
 - i. Bilingual Spanish Case Manager: Recruiting
 - ii. Bilingual Hmong Social Worker: Recruiting
 - iii. 3 Social Worker (Intake Worker): Interviewing
 - iv. 2 Social Worker positions being reclassified to Case Managers (allows professionals with other majors to apply such as psychology, human services, etc.)
 1. Will be on Health & Human Needs agenda on 5/26/22, 5:30 p.m.
 - a. ***Julie Meister- Our main purpose is to expand and diversify the candidate pool giving more people that have experience working with people that have mental health and substance use challenges an opportunity to work at the County.***

- v. 1 QA Specialist – Started May 9
- vi. 1 Social Work Supervisor – Started May 2
Mai Thao, bilingual in Hmong and will be supervising our youth intake workers as well as the new bilingual Hmong social worker when hired

Julie Meister- Does committee want to comment on hiring and/or service challenges?

- **Nikyra McCann- Receiving referrals has been a challenge.**
- **Andi Galka- Struggle with keeping wait times down for a variety of services due to staffing.**
- **Vanessa Statam- Challenge with participants that aren't engaged in services and cancel appointments often. Sometimes parents enroll youth that aren't interested in services. Frequent cancellations increase staff burnout. Receiving a lot of applicants for open staff positions that are not qualified for the positions.**
- **Mai Zong Vue- Same challenges in getting qualified staff.**
- **Laura Abilene- What is the process for providers and participants to access information on availability of services?**
 - **Julie Meister- Service Facilitation agencies email intake unit directly with monthly availability. We don't have a good system now for communicating availability of services at specific array agencies to participants or service facilitators. We will explore this and report back.**

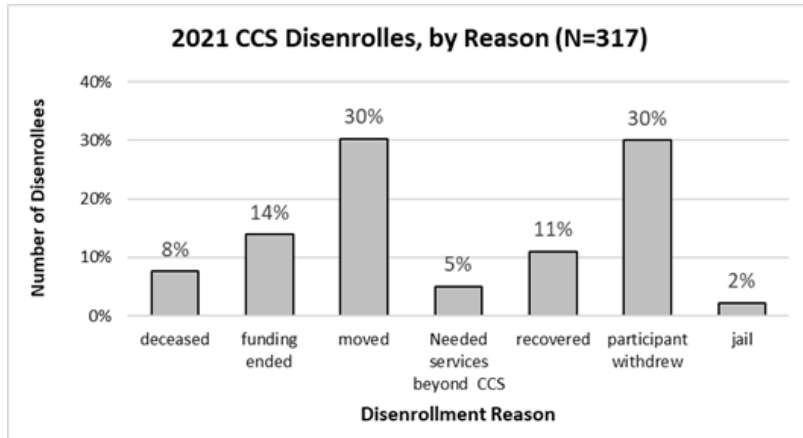
- 4. CCS Quality Improvement Plan: Review final edits and approve.
Final edits to QI plan were reviewed by committee.

All voted in favor of approving updated QI Plan. QI Plan approved.

- 5. Rolling Consumer Satisfaction Surveys proposed by State
 - a. 6 months after enrollment and then annually thereafter.
 - b. Committee input? Pros & Cons?
 - **Committee inquired as to reason for change, which is not clear.**
 - **Jenna Ramaker- The only real advantage is that they it would be standardized for how long the person has been enrolled**
 - **Julie Meister- We are worried about potentially losing ability to gather helpful information about participant satisfaction differences between agencies if it goes through the state system. We have been obtaining SF agency specific results on our paper administered surveys so that we are able to provide consumer satisfaction data each individual SF agency. We also show agencies how they compare to the network at a whole so they can really look to see where they are doing good and what is lacking**

- 6. Wait-Time Survey: Hearing that wait times for some CCS services are increasing.
 - a. Would Committee like us to re-administer survey?
Committee in agreement to re-administer survey to assess wait times.
 - b. Add 1-2 questions regarding in-person vs. telehealth services provided by providers?
- Jenna and Julie will come up with option for telehealth question to add to survey and send to committee via email for input prior to administering survey.

7. Disenrollment reasons: 2021



- 8. Items for July and future meetings:
 - a. Review recommended updates to CCS Plan, committee feedback
 - b. Review Outcomes brainstorming from County staff
Review questions on annual survey that measure outcomes and determine question(s) we want to add to measure Dane County CCS program outcomes.
 - c. Review demographic data points collected
- 9. 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

7/20/22, 12:00-1:30pm

Zoom Virtual Meeting (due to COVID-19 precautions)