



## Dane County Department of Human Services Division of Adult Community Services

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### CCS Coordination Committee Minutes

Zoom Virtual Meeting

September 21, 2022

12:00-1:30 p.m.

Present: Laura Abilene, Teri Ann Barman, Andi Galka, Veronica McMurray, Kristi Nelson, Margarita Rubio, Vanessa Statam, Heidi Stringer, Julie Meister (chair)

Present (Non-Members): Jenna Ramaker, Niki Sustr, Liz Duffie, Erin Kollenbroich

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
  - a. ***Erin Kollenbroich and Liz Duffie (Behavioral Health Program Specialists with Dane County) are here today to observe our coordination committee and how it operates. Our committee is comprised of 50% individuals with lived experience in addition to provider representatives and advocate representatives.***
  - b. ***\*\*Julie Meister- Special thank you to Teri Barman and Margaret Rubio for joining our CCS intake staff retreat to share their experiences in CCS!\*\****
2. Comments about, or corrections to 5/18/2022 and 7/20/2022 minutes.
  - a. Approval of minutes ***All in favor, minutes approved***
3. Progress update (as of 9/19/2022)
  - a. CCS enrollment update 2,044 total participants enrolled (up 18 since 7/18/2022)
    - i. Adults = 1563 (down 9)
    - ii. Youth = 481 (up 27)
    - iii. Discharges = 1327 total since program began in 2015 (up 80 since 7/18/22)
      - 2021 average discharges: 26 discharges/month
      - 2022 Q1 discharge average: 35/month
      - 2022 Q2 discharge average: 33/month

Total enrollments this period = 98 Total discharges this period = 80 <b>Net change in enrollment = +18</b>
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- b. Dane County CCS personnel update
  - i. Bilingual Spanish Case Manager: Hired, started in August
  - ii. Bilingual Hmong Social Worker: Hired, started in July
  - iii. 3 Social Workers (Intake Worker): Hired, started in June/July
  - iv. Currently 3 Vacant Social Worker positions:
    - 1. Includes 2 new positions from 2022 budget
    - 2. Reclassification to case manager not approved by HHN committee (would have allowed professionals with other majors to apply such as psychology, human services, etc.)

***Julie Meister- We were trying to eliminate any unnecessary barriers to employment for BIPOC folks as well as look at the industry standards—the qualifications of personnel service facilitation agencies are hiring. (State of Wisconsin requires Associates Degree in Human Services plus one year experience for Intake Worker position.) As a result, we wanted to change those positions to case manager positions, thus opening the positions beyond individuals with social worker license to include professionals with counseling, psychology, marriage and family therapy degrees and relevant experience.***

**Thoughts regarding the Reclassification**

- ***Laura Abilene- I agree, diversity of thought and experience is often overlooked and that would be incredibly helpful, beneficial in this field.***
- ***Andi Galka- I fully support this as well, this is something to keep pushing on. This really restricts the pool of people that you can choose from.***
- ***Vanessa Statam- I agree too, if people are able to obtain these different degrees that says they are capable of learning with a training process included, I think they would be able to follow and apply that appropriately.***
- ***Heidi Stringer- What are next steps?***
- ***Julie Meister- Tonight is the DCHS budget hearing and there are 4 proposed new positions for 2023 that are Case Manager positions for the CCS intake unit. We will need to see how budget hearing goes.***
- ***Andi Galka- At Journey, we have really looked at trying to diversify the requirements for many of our positions in CCS. We are taking many people with different licensure/no licensure, different degrees that are still credentialed in the CCS network. It has brought many different perspectives from life experiences.***
- ***Julie Meister- Is this an issue that the coordination committee would like to take action on? Committee members requested an update regarding the outcome of tonight's meeting.***

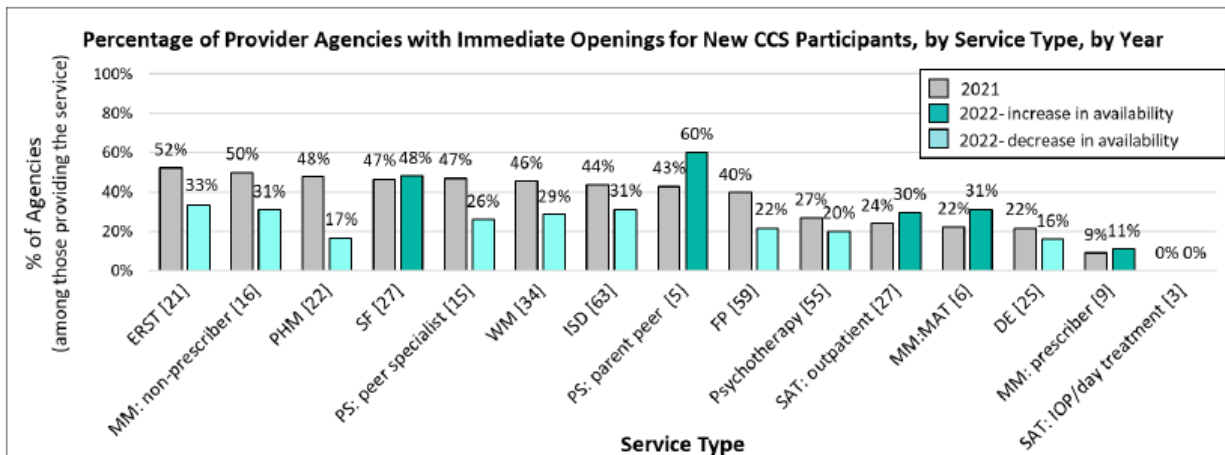
- 4. Review updates to Minimum Standards Policy and approve (Julie)
  - i. ***#3 Added Service Facilitation agencies must provide service facilitation to a minimum of 30 CCS participants across the agency***
  - ii. ***#4 Added Mental Health Professionals cannot serve as the MHP on more than 100 CCS participant teams at the same time. Short term***

*exceptions to this requirement can be granted during times of unexpected staff absence.*

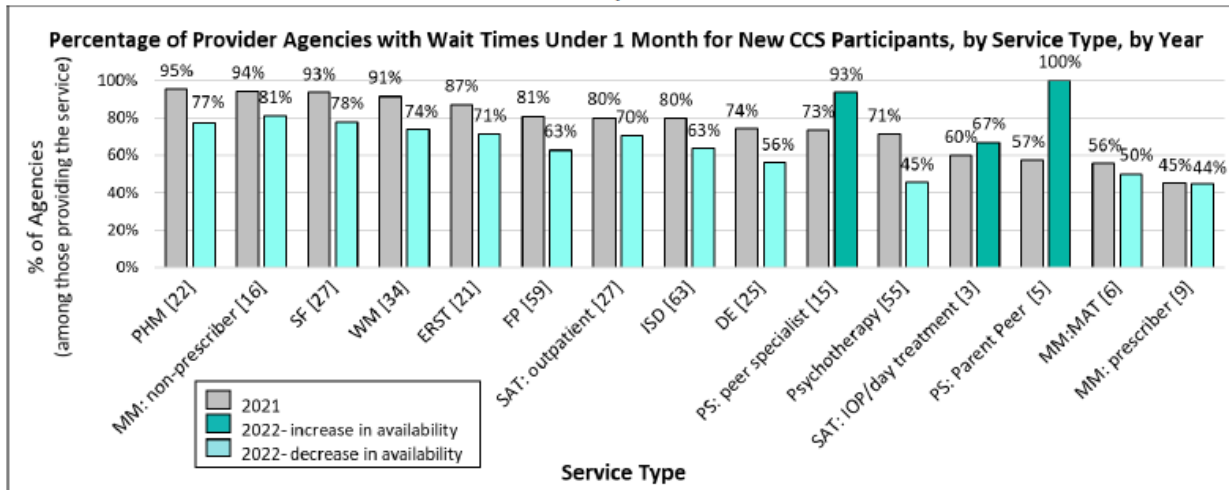
**All voted in favor to approve the updates. Updated policy approved.**

5. Review Electronic Records and Signatures policy and approve (Julie)
  - a. **Various agencies have various levels of technology within their agency and we wanted to acknowledge that within this policy.**
    - i. **Policy identifies the different ways you can complete an electronic signature and states that it is a violation of policy to falsify an electronic signature. The policy also talks about how we can't require CCS participants to utilize electronic signatures—if preferred and requested we need to provide paperwork in hard copy for CCS participants to sign.**
  - b. **All in favor to approve the policy. Updated policy approved.**
  
6. Consumer Satisfaction Survey (Jenna)
  - a. Timeline for administration changed by State
    - i. Administer Mid-September less conflict with November/December holidays
  - b. Review additional questions that were added by Dane County this year
    - i. **Added several questions to the State-mandated satisfaction survey.**
      1. **Questions from another state's validated tool to attempt to understand program outcomes.**
      2. **Questions to gauge CCS participants' experience with telehealth services.**
  
7. Wait-Time Survey Results (Jenna)
  - a. Report attached and will be posted on website
    - i. **Survey sent to all CCS Provider Agencies to gauge wait times for new participants to begin receiving different services throughout the CCS service array.**

**The results for the 2021/2022 with immediate openings for new CCS participants**



**The results for the 2021/2022 with wait times under 1 month for new CCS participants**



**Comments Regarding Survey Results**

- a. *Laura Abilene- I am pleased to see that peer support is readily available.*
- b. *Julie Meister- Note: CCS participants can get their substance use treatment either through the CCS program or outside of the CCS program. For example, Meriter NewStart, 5 Door Recovery, etc. are not in CCS Provider Network but can be used by CCS participants.*
- c. *Vanessa Statam- Being from an agency that provides a lot of services to persons of color, wonder what would that look like right now.*
- d. *Heidi Stringer- Can be challenging because an agency may have openings, but not for a specialized type of service.*

8. Items for November and future meetings:

- a. Review demographic data points collected and upcoming State changes (November)
- b. Review proposed changes to CCS Plan and approve (January meeting)
- c. Review results of Consumer Satisfaction Survey (January/March)
- d. Review Outcomes brainstorming from County staff (following return of satisfaction survey)

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**

**11/16/22, 12:00-1:30pm**

**Zoom Virtual Meeting**