



Dane County Department of Human Services Behavioral Health Division

Dane County Executive – Joe Parisi
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CCS Coordination Committee Minutes

Zoom Virtual Meeting

November 15, 2023

12:00-1:30 p.m.

Present: Linda Aroonsavath, Melodie Berry, Michelle Danielson, Kimberly Disch-French, Colleen Dunahee, Matt Julian, Corri Kohn, Nikyra McCann, Veronica McMurray, Tyson Rittenmeyer, Tracey Scherr, Vanessa Statam, Heidi Stringer, Julie Meister (Chair)

Present (Non-Members & Guests): Jenna Ramaker, Niki Sustr

1. Public comment time (5 min/speaker max. up to 15 minutes total allocation)

None

2. Comments about, or corrections to, 9/20/2023 minutes.

- a. Approval of minutes

All in favor, minutes approved

3. Welcome to new CCS Coordination Committee Members

- a. Linda Aroonsavath
- b. Michelle Danielson
- c. Colleen Dunahee
- d. Tyson Rittenmeyer
- e. Tracey Scherr

New and existing committee members introduced themselves and their role on the CCS Coordination Committee (Consumer, Provider, Advocate).

4. Progress update (as of 11/11/2023)

- a. CCS enrollment update 2,312 total participants

- i. Adults = 1,735 (up 10)
- ii. Youth = 577 (up 23)
- iii. Discharges

- 2021 average discharges:

26/month

- 2022 average discharges: 36/month

- 2023 Q1 – Q3 average discharges: 41/month

Total enrollments this period = 112
Total discharges this period = 79
Net change in enrollment = +33

5. Plan of Correction approved by the State and new documents launched 10/23/2023. (Julie)
- a. Involved previously approved updated application, new Admission Agreement and Informed Consent document, and elimination of duplicative material.

Julie reviewed the updated the CCS Admission Agreement and Informed Consent form, highlighting the significant changes. Section was added that discusses telehealth and states need for both consumer and provider to agree that a service will be provided via telehealth. Admission Agreement and Informed Consent document will be reviewed with all CCS participants annually, by a CCS Intake Worker, at enrollment and at the time of the annual functional rescreen. Informed consent components were added to the CCS Admission Agreement.

- b. Group review of new Admission Agreement and Informed Consent

Michelle Danielson mentioned that the language is clear and makes it very clear consumers have the option to change their minds regarding receiving services via telehealth.

Melodie Berry appreciated that the CCS Administrator role is described and felt it sends the message that the CCS Administrator is available to CCS participants.

Colleen Dunahee asked whether is it important to mention that the CCS sessions will not be recorded when they are provided via telehealth.

Julie Meister stated that it is expected that individual agencies are also completing Informed Consent for Telehealth with consumers that receive services via telehealth. The agency Informed Consent would go into more depth about specific privacy concerns including the importance of being in spaces where others are not present, not recording sessions, and specific challenges to privacy when receiving group services via telehealth.

Linda Aroonsavath asked how the CCS intake workers are directed regarding how to communicate this document during the intake process?

Julie Meister explained that intake workers should review the sections and provide a summary. Some participants prefer to have the entire document read to them and some prefer to read it themselves.

Motion to approve new Admission Agreement and Informed Consent document. All voted in favor. Admission Agreement and Informed Consent document approved.

6. Proposed updates to Discharge Summary. (Julie)

- a. CCS providers express confusion regarding categories on current Discharge Summary. Additional wording added as well as category boxes to check.

Julie Meister talked about the additional boxes that are proposed to be added to the Discharge Summary. Sub categories were added to make the document more clear for both the participants and service facilitators. The words "Dane County CCS" was added to the discharge reason of "Psychosocial Rehabilitation services are no longer needed." The reason this box would be checked would be if someone is no longer eligible for Medicaid, they've moved to a different county/state, they're enrolling in another behavioral health program, they enrolled into another long-term care program or the participant is incarcerated.

- b. Review and Approval

Heidi Stringer stated updating the reasons listed makes perfect sense, many of the options on the original form did not seem to fit individual consumer discharge situations.

Melodie Berry asked whether someone who disobeys the parameters and rules of CCS would be discharged or kicked out of the program. (Example: 3 no shows or disrespectful behavior towards providers.)

Julie Meister- The CCS program must follow DHS 36 guidelines regarding discharge. Need to attempt to engage participants for a minimum of 3 months prior to discharge. Also, CCS generally would not discharge someone solely for being disrespectful to providers.

Heidi Stringer suggested adding an additional check box for a youth participant that is residing in a Residential Care Center for extended duration and additional examples (CLTS, Family Care, Partnership, IRIS) to the long term care discharge reason.

Several committee members suggested adding the wording "and/or individual no longer eligible" so that the final reason for discharge would read, "Dane County CCS psychosocial rehabilitation services are no longer needed and/or individual no longer eligible."

Motion to approve the updated Discharge Summary if the following changes are incorporated, as indicated by underline:

- ***Discharge reason edited to read, "Dane County CCS psychosocial rehabilitation services are no longer needed and/or individual no longer eligible."***
- ***Content added: CCS participant is enrolled in long-term care services and their needs are being met through long term care programming (CLTS, Family Care, Partnership, IRIS).***
- ***Content added: CCS participant is residing in Residential Care Center (RCC) for extended duration.***

Committee unanimously approved the updated Discharge Summary.

7. Consumer Satisfaction Survey (Jenna)
 - a. Response rate so far.
25% response rate so far for 2023 surveys (improvement from last year).
 - b. Results will be reported to committee in early 2024, likely March
8. PPS Data review, what does this tell us about outcomes after enrollment in CCS? (Jenna)
 - ***PPS data collection is required by the State. PPS data in CCS is collected at intake and by Service Facilitators every 6 months when new recovery plans are completed. Data is entered into DCDHS module and submitted to the State at regular intervals.***
 - ***CCS participation was significantly associated with the following positive outcomes: increased meaningful daily activity, improved health status, improved employment status, improved living arrangement, lower stressor level, and lower suicide risk. CCS participation was not significantly associated with a change in the number of arrests or commitment status of CCS participants.***
9. QI Plan topic: Employment-Related Skill Training (Jenna)
 - a. Are employment needs being met with ERST services?
33% participants have been authorized for ERST services.
 - b. Do employment outcomes improve after CCS enrollment?
Yes, statistically significant.
 - c. Capacity at ERST agencies.
Capacity for all array services is measured monthly. In November, 7 agencies providing ERST reported having immediate openings for new CCS referrals.
10. Data regarding Discharged participants that have re-enrolled in CCS (Jenna) (***postponed***)
11. Items for future meetings:
 - a. Outcomes, proposed additions to CSDS data collection
 - b. Telehealth Policy
 - ***Data regarding discharged participants re-enrolled in CCS (January 2024)***
 - ***Satisfaction Survey Results (March 2024)***
12. 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

1/17/24, 12:00-1:30pm

Zoom Virtual Meeting