



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
July 19, 2023
12:00-1:30 p.m.

Present: Kim Disch-French, Michelle Hicks, Corri Kohn, Veronica McMurray, Margaret Rubio, Vanessa Statam, Heidi Stringer, Nichole Wright, Julie Meister (Chair)

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

Absent (Members): Laura Abilene, Nikyra McCann, Kristi Nelson, Mary Rauwolf, Mai Zong Vue

1. Public comment time (5 min/speaker max. up to 15 minutes total allocation)
No public comment.
2. Comments about, or corrections to, 5/17/2023 minutes.
 - a. Approval of minutes
All in favor, minutes approved.
3. Thank you for 4 years of service!! I have appreciated your feedback these last four years and am very grateful for everything you've contributed!
 - a. Laura Abilene
 - b. Mary Boesel Rauwolf
 - c. Michelle Hicks **"it has been a pleasure to be involved and to feel I have an impact in some shape or form."**
 - d. Margaret Rubio **"it was such a great opportunity and experience."**
4. Progress update (as of 7/18/2023)
 - a. CCS enrollment update 2,256 total participants enrolled (up 27 since 5/12/2023)
 - i. Adults = 1,715 (up 18)
 - ii. Youth = 541 (up 9)

Total enrollments this period = 106
Total discharges this period = 79
Net change in enrollment = +27

iii. Discharges

- 2021 average discharges: 26/month
- 2022 average discharges: 36/month
- 2023 Q1 & Q2 average discharges: 34/month

5. Results of Bilingual Services and Accommodations Survey being sent to Providers (Jenna)
Jenna- The goal of the Bilingual Services and Accommodations Survey was to assess the barriers agencies experience providing services in the participants' preferred language, strategies agencies use to remove the barriers, and specific interpretation resources used by provider agencies. The next step of our process is to share with agencies the resources that agencies reported using. Jenna produced a 3-page handout summarizing the results that will be shared with primary contacts at CCS provider agencies with the survey results including resources currently utilized by CCS provider agencies. Handout was reviewed with Committee.
6. Survey to Providers to assess next month availability (Jenna)
Jenna- We have been working to develop a mechanism to better communicate service provider availability in real-time to service facilitators to make it easier to match CCS participants with available services to meet their needs in a timely fashion. In July we launched a survey that was sent to all CCS provider agencies to assess their availability to accept CCS referrals in the following month. This data was then utilized to create a report that outlines service availability in each array category. The report was sent to all service facilitators and will also be housed on the DCDHS CCS website. The plan moving forward is to administer the survey monthly and distribute the availability report to service facilitation staff as well as post on the Dane County CCS website. The hope is that this process will facilitate an easier connection between service facilitators and agencies that are accepting referrals. The report allows service facilitators to search by service array type to see which providers have openings for adults, youth or both. In addition, the survey collected data on the availability of bilingual service providers and on groups that are available and currently accepting new participants.
7. State PPS reporting is in process of being updated. This will result in updated demographic categories, to better align with best practices. DCDHS will update demographic categories based on the PPS update. Timeline, unknown.
8. MHSIP administration (Annual Consumer Satisfaction Survey- Jenna)
- a. Telehealth questions
 - i. Propose removal
Group discussion regarding removal of telehealth questions. Committee preferred to keep the questions and proposed minor tweaks to some language for the MHSIP for 2023.

- b. Outcomes questions
 - i. Propose removal

All in favor to remove due to minimal benefit and overlap with MHSIP outcomes questions.
- c. Administration: Propose distributing to Service Facilitators to give to each participant and include \$5 gift card at time of distribution. Survey comes with SASE for return to County for confidentiality purposes.

Jenna explained proposed changes and that Dane County typically receives a 20-25% response rate to their surveys when sent via postal mail. All in favor to move forward with distribution via service facilitators.

9. Items for future meetings:

- a. Outcomes, proposed additions to CSDS data collection (September)

10. 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
9/20/23, 12:00-1:30pm
Zoom Virtual Meeting