



Dane County Department of Human Services Behavioral Health Division

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CCS Coordination Committee Agenda & Minutes

Zoom Virtual Meeting
November 20, 2024
12:00-1:30 p.m.

Present: Linda Aroonsavath, Melodie Berry, Michelle Danielson, Kimberly Disch-French, Colleen Dunahee, Amber Hofmaster, Corri Kohn, Chloe Moore, Jamie Mulry, Tracey Scherr, Vanessa Statam, Julie Meister (Chair)

Absent (Members): Matt Julian, Tyson Rittenmeyer

Present (Non-Members): Jenna Ramaker, Mary Ambrosavage

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

No public comment.

2. Comments about, or corrections to, 9/18/2024 minutes.

- Approval of minutes

Minutes reviewed and approved.

3. Progress update (as of 11/14/2024)

- CCS enrollment update: 2,486 total participants

i. Adults = 1,790 (up 11)

ii. Youth = 696 (up 11)

iii. Discharges

- 2021 average discharges: 26/month
- 2022 average discharges: 36/month
- 2023 average discharges: 40/month
- 2024 average discharges: Q1=44/month, Q2=46/month, Q3=49

Total enrollments this period = 112 Total discharges this period = 90 Net change in enrollment = +22

Julie reviewed CCS numbers (above). CCS will begin recruitment for three new positions, including one case manager and two social workers, in an effort to keep program wait times as low as possible.

4. Cultural Competence and Linguistic Services Policy Update (Julie)

- Review policy updates

IT development of interpreter services billing is complete. The ability to bill MA is now incorporated within the CCS module. This required some changes to the existing policy, with most changes to the Linguistic Services section.

CCS doesn't mandate the internal policies for individual agencies. CCS sets the baseline, i.e. requirements that must be met or things that can't be done. Each agency develops their own policy to guide their staff on how to meet CCS policy requirements.

Julie will make verbiage changes discussed:

- 1) Clarify that interpreter services for non-English speaking caregivers are covered.***
- 2) Replace "interpreter and translation services" with the term "linguistic services."***

Julie will most likely be adding clarifications to the policy as it is implemented over the next six months. She'll present those updates at the March meeting.

The policy was approved with the proposed changes.

5. Progress on QI Plan Goals (Jenna)

- #1: Obtain input from CCS participants, administer MHSIP
 - i. Surveys distributed to service facilitators 9/16-9/17
 1. Current Responses: 458
 2. Response Rate: 21%
 - ii. Sending one more reminder to service facilitators
 - iii. Results to State 12/20/24
 - iv. Analyzed results expected to be presented at March 2025 Coordination Committee Meeting

Surveys were delivered to SFs in September. SFs are in the process of hand delivering them to CCS participants. The response rate is now at 23% with surveys still trickling in. Jenna will present the results at the March meeting.

- #2: Ensure CCS services meet CCS participant demand.
 - i. Maintain sufficient capacity within service facilitation agencies, array agencies, and DCDHS CCS Intake
 1. Equine Assisted Psychotherapy: continues to be significant wait for service
 2. Eating Disorder treatment: service access has improved
 3. Recently hired 2 new CCS Intake staff and will hire additional staff in 2025

Jenna explained the procedure for maintaining the online Service Provider availability list. Surveys are sent out monthly, with updated information and current openings posted to the website. There are current openings for most

service types, some openings for SA treatment, and no openings for Equine Therapy. The goal is to recruit for those services.

- #5: Ensure CCS services are inclusive, accessible, and equitable.
 - i. Increase in bilingual Spanish service facilitators—currently no consumers waiting for a bilingual Spanish service facilitator.
 - ii. Interpreter services update—Interpreter services billing for CCS providers will launch in January 2025
 - iii. 2024 outreach activities: 211, Community Medical Services (CMS) Resource Fair, NAMI Family-to-Family, Criminal Justice and Behavioral Health Partners Fair, Homeless Education Network & Dane County School Social Workers Resource Fair, MMSD Looking Forward Resource Fair, MMSD Social Workers, UW Social Work Students.
 - iv. Pronouns in CCS Module—Estimated to have completed in early February.

Jenna examined the question of whether there are enough Spanish-speaking SFs in the CCS program. While there are currently enough Spanish-speaking SFs, the data shows that Spanish-speaking clients are underrepresented in the CCS program compared to population in community; that is where the gap is.

6. CCS Plan Update (Julie)
 - i. Review updated CCS Plan for approval

Julie will email CCS Plan for everyone to review for approval in January.

7. Items for future meetings:
 - Brochure redesign update (January)
 - MHSIP Satisfaction Survey Results (March)
8. 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
1/15/25, 12:00-1:30pm
Zoom Virtual Meeting