



Dane County Department of Human Services Behavioral Health Division

Interim Dane County Executive – Jamie Kuhn
Interim Director – Astra Iheukumere
Division Administrator – Todd Campbell

1202 Northport Drive, Madison, WI 53704-2092
PHONE: (608) 242-6200 FAX: (608) 242-6294

CCS Coordination Committee Minutes

Zoom Virtual Meeting

July 17, 2024

12:00-1:30 p.m.

Present: Linda Aroonsavath, Melodie Berry, Michelle Danielson, Kimberly Disch-French, Colleen Dunahee, Amber Hofmaster, Matt Julian, Corri Kohn, Nikyra McCann, Veronica McMurray, Chloe Moore, Tyson Rittenmeyer, Julie Meister (Chair)

Absent (Members): Tracey Scherr, Vanessa Statam

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

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

Kristi from Orchestra X attended as guest to learn more about the mechanics of CCS.

2. Comments about, or corrections to, 5/15/2024 minutes.

a. Approval of minutes **All in favor of approval, minutes approved.**

3. Special thanks to Nikyra McCann for 4 years of service on the CCS Coordination Committee!

Julie thanked Nikyra for her service and advocacy work.

4. Progress update (as of 7/9/2024)

a. CCS enrollment update: 2,438 total participants

i. Adults = 1,764 (up 33)

ii. Youth = 674 (up 23)

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

Total enrollments this period = 136
Total discharges this period = 80
Net change in enrollment = +56

Julie noted that Dane County CCS will surpass 2,500 participants soon and reflected on

role of community partners in meeting demand for services. Julie also noted that the number of discharges per month has continued to increase, but has remained a roughly consistent percentage of total enrollees.

Melodie and Linda shared their stories of promoting the program to others they meet in their day-to-day life. Julie thanked them for being ambassadors of the program and also noted that by helping people talk about behavioral health challenges, it helps to reduce the stigma.

5. 2024 QI Plan

- a. Final review & approval (refer to handout)

The QI plan was developed based on the results of the consumer satisfaction survey. The draft QI Plan in the meeting packet is the result of Coordination Committee feedback over several meetings. Are there any questions or clarifications needed?

- **Concern with people being unaware of the enclosed gift card.**

A one-page bullet-point list will be created with recommendations for service facilitators.

- **Discussion of addressing language access gaps.**

This is addressed in # 5 of the final plan.

- **Challenge in knowing what group resources are available was discussed.**

Julie showed the committee the CCS provider page on the CCS website where monthly group availability is listed.

QI Plan is approved, with all members in favor of approval.

6. CCS Consumer Satisfaction Survey (Jenna)

- a. Results of 2023 CCS Consumer Satisfaction Survey are now online

- i. <https://dcdhs.com/Behavioral-Health/Comprehensive-Community-Services/CCS-Resources>

- b. Plan for 2024 Survey

- i. Surveys will be distributed to service facilitators 9/16-9/17
- ii. Incorporated feedback from last year
1. Increased timeframe for completion.
 2. Increased communication to SFs in advance
 - a. SD Meeting (July & August).
 - b. Letter to SFs with surveys at distribution

- iii. Languages offered

- iv. Gift Cards: \$5 at KwikTrip for gas or grocery

2024 satisfaction surveys are being prepped for distribution. They will be going out to 2,229 participants and will be delivered to service facilitation agencies in mid-September. SFs will disseminate surveys to CCS participants. Participants will be encouraged to complete the survey within two weeks, although they have until December to get them in. Surveys will be in the consumer's preferred language, and there will be a gift card included. SFs can provide assistance in filling out the survey if requested. The results of last year's survey can be found on the website.

7. CCS brochure re-design sub-committee

- a. Meetings of sub-committee will begin in August/September.
- b. Committee brainstorming.
 - **Include quotes from participants.**
 - **Better describe the recovery team and service facilitator, emphasizing the client's right to choose (e.g. the choice to change facilitators).**
 - **Add graphic to help explain relationship between SF, SF Agency, MHP, array providers, recovery team, etc.**
 - **Make it visually warm and welcoming.**
 - **Be sensitive to lingo in terms of stigma.**
 - **Try to reduce words—use more bullets or checklists**
 - **Move CCS Values to first page, put “who is eligible section” with “how do I apply”**
 - **Include 988 on the back as resource**
 - **Increase font of address and phone number**
 - **Make descriptions brief and understandable for people unfamiliar with the program.**
 - **Chloe suggested the possibility of having one brochure to sell the CCS program, and a second, more detailed “Welcome” pamphlet that explains the program after people have applied.**
 - **Question was asked, “How do we communicate within a brochure who would be a good fit – or what a good referral would be.”**
 - **Suggested language: “If you need more assistance than you can receive from your clinic-based providers.”**

Next steps

- * **Julie will send out a doodle poll to schedule Brochure Sub-Committee meeting and share Youth Connect brochure with members.**
- * **Chloe will send the PDF of the Youth Connect brochure to Julie**
- * **Brochure sub-committee will put all the suggestions together and bring ideas back to the larger group for feedback.**

8. Items for future meetings:

- a. QI Plan update (July)
- b. CCS Plan update (September/November)
- c. Brochure update proposals

NAMI Walk on October 5 at Olin Park. No fee to register and no fundraising requirements. Everyone welcome. Julie will send out information.

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.

NAMI walk October 5 at Olin Park. Everyone welcome to join. Free, no fee to register, no requirement to raise funds.

[Adjourned]

Next Meeting
9/18/24, 12:00-1:30pm
Zoom Virtual Meeting