



JOE PARISI
DANE COUNTY EXECUTIVE

Dane County Department of Human Services
Division of Adult Community Services

Director – Lynn Green
Division Administrator – Todd Campbell

CCS Coordination Committee Minutes

Madison Central Library, 1st Floor Conference Room

November 15, 2017

12:00-1:30 p.m.

Present: Gala Gardiner, David Kuehne, Linda Kustka, Julie Meister, Carrie Simon, Lindsey Wallace, Dorothy Hawkins, Pam Valenta, Mary Bixby

Absent: Anna Moffit, Peggie Spiewak, Renee Sutkay

1. Comments about, or corrections to, 9/20/17 minutes.
 - a. **Clarification of Physician Prescription requested from Dorothy. Dorothy asked if you cannot take engagement evaluations before intake. Julie explained intake process and engagement. Asked about the action item: Nursing Billing/Payment – Julie, Carrie and Pam explained the issue.**
 - b. **Lindsey Wallace requested a copy of the Demographic/Statistics data. She also requested a copy of the Intake Survey. Asked if there is data for reason for discharge. Julie clarified reasoning for discharge based on DHS 36 and commented that we do not track reasoning at this time but will be adding more data collection when Discharge is added to the CCS Module. Julie requested staff to send in ideas for tracking data on discharge reason.**
 - c. **Carrie 1st, Gala 2nd approve meeting minutes.**
2. Progress update
 - a. CCS enrollment update (661 total, up 31 since July meeting)
 - i. Adults = 522 (+27 from September)
 - ii. Youth = 139 (+ 4 from September)
 - iii. Discharges = 123 total since program began (+13 since September)
 - b. Training of CCS Staff
 - i. All mandatory CCS trainings offered monthly due to ongoing provider onboarding
 - Onboarding an average of 25 new staff per month – **Dorothy asked if continue to add new agencies as well and Julie said yes, averaging 5 per month. Discussion held on enrollment data history – Dane County is 2nd in enrollment in State while Milwaukee is 1st due to their large size. Discussion held on how CCS came together in our County – Julie explained the mental health Module as well as staff training at other Counties to develop Dane County's CCS program. Discussion held on module development, delays and future upgrades.**
 - ii. Additional trainings offered to CCS Provider Network
 - October 2017: Mandated Youth Services (CPS, Juvenile Justice)
 - November 2017: Mandated Reporter Training (Child/Elder/Adult-At-Risk Abuse and Neglect)

- December 2017: Medicaid Basics (ERI and Dane County Economic Support)

3. Bilingual CCS Staff

- a. Discussion held on Bilingual and Multilingual CCS Provider Directory, not available to the Public. ***Julie explained the roles of some of each of the providers.***
 - i. ***CCS Intake Forms are in process of being translated into Spanish.***

4. Surveys of CCS participants

- a. Began distribution of Intake survey 9/1/17.
 - i. Current response rate=17% (8 total surveys using prepaid envelope).
 - ii. Jenna can report to committee at May meeting after compiling 6 months of data. ***She anticipates having 35 surveys. Discussion held on how to improve response rate – suggestion made to mail directly to consumers.***
 - iii. ***Discussion held on what questions are on the survey. Julie explained some of the questions. Members were offered to be emailed a copy of the survey.***
- b. Annual Consumer Satisfaction Surveys distributed via Mail to 482 eligible CCS Participants.
 - i. Response rate=20.4% ***(29% gift card given with blank survey, 16% form to get gift card, 16% youth, 0-12 8%) Discussion held on electronic emailed surveys. Suggestion made that an email reminder could be sent. Suggestion made to have the survey required during meeting.***
 - ii. Data due to State December 31. Jenna can report to the committee at January meeting.

5. Review and update of CCS Coordination Committee Policy/Procedure.

- a. 2-year terms
 - i. ***Members will be appointed for staggered two-year terms. No member will serve more than two consecutive terms.***
 - ii. ***Discussion held that members could take a year off and then try to get reappointed. The goal is to have new members to have fresh perspectives.***
 - iii. ***Discussion held that the Chair and certain members should be standing members. Committee to review NAMI's current committee rules and membership rules.***
 - iv. ***Discussion held on current membership timelines and how many would drop off. Concerns voiced on new members not engaging. Suggestion made to add rule to protect membership size and reappointing to be sure that we have quorum. Suggestion made to keep members staying until new person appointed. Suggestion that planning in advance, that appointments could be made ahead of time before a term expires. Julie commented that keeping a roster via expiration date and replacing one member at a time would help to keep reappointments and term ends consistent and would help to keep the team spirit. Suggestion to have employee members as standing members, with one being the CCS Coordinator and one other employee. Discussion held that NAMI doesn't have staff members, they are staff to the committee. Suggestion made that Chair wouldn't be a voting position. Suggestion made to also require changes in type of providers appointed so more types of services are represented. Suggestion made to limit delay of member replacement not more than 4 months.***
 - v. ***Suggestion made to change #1 and add County Staff to a designation.***

- b. Handling of public comment
 - i. **Public comment limited to last 15 minutes of each meeting.**
 - ii. **Discussion held on Dane County Board Rules 7.225 Public Appearances at Committee Meetings. Discussion held on how many minutes each speaker receives. Suggested that the last 15 minutes of the meeting will be reserved for public comment and Chair may restrict each speaker's time limit. Public cannot participate in meeting discussions. Suggestion made to add guest sign in on sign in sheet with a selection of whether they intend to speak or not so Chair can reserve time at the end of the meeting.**
- c. **State recommended change to #3 to Member may only be a representative for one role.**

6. Topics for next meeting:

- a. **Review updated CCS Coordination Committee Policy/Procedure**
- b. **Jenna (CCS Analyst) to attend meeting to review annual surveys**

7. Completion of timesheets.

Meeting adjourned at 1:33 pm – Carrie 1st, Motion passed.

Next Meeting: **1/17/18, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room**