



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

January 17, 2018

12:00-1:30 p.m.

Present: Mary Bixby, Dorothy Hawkins, Valerie Henderson, Jennifer Hendrickson, David Kuehne, Anna Moffit, Peggy Spiewak
Absent: Gala Gardiner, Linda Kustka, Renee Sutkay, Lindsay Wallace

1. Comments about, or corrections to, 11/15/17 minutes.
 - a. ***Dorothy asked for clarification on what #5c on minutes means. Julie clarified State guidance, that each person can only identify with 1 category, not multiple categories.***
 - b. ***Dorothy made a motion to approve the 11/15/2017 Minutes, Mary 2nd. Motion passed, minutes approved.***

Introductions were made of everyone on Committee as well as CCS staff.

Pam and Carrie's terms are finished. Jennifer Hendrickson and Dr. Henderson joined the committee.

2. Progress update (as of 1/10/18)
 - a. CCS enrollment update (692 total, up 31 since November meeting)
 - i. Adults = 539 (+17 from November)
 - ***Adding 3-4 intake workers this year to accommodate need, currently there is a wait for adults to be screened. Have 2 dedicated people completing rescreens.***
 - ***Peggy asked how long it takes for staff to call back – Julie said it takes same day to 2 days.***
 - ***Anna asked what the wait for youth is – Julie said the only wait is receiving paperwork and selecting an agency, only takes a couple of weeks to enter program. Youth numbers are lower because youth transition into the adult numbers as clients age.***
 - ii. Youth = 153 (+ 14 from November)
 - iii. Discharges = 147 total since program began (+24 since November)
 - 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
 - ***High demand from agencies to get staff CCS certified.***
 - ***Peggy asked is any agencies have dropped out – Julie answered that agency did, but came back. Peggy asked about Connections Counseling – Julie answered that they are a provider, but not a Service Facilitator. Julie mentioned that Meriter New Start and AADAIP are considering contracting to become a provider – committee as a whole commented that was great. Also, Ocean Hawk is in process of contracting with CCS***

in 2018. At the end of 2018, we estimate CCS will have over 100 providers.

- *Peggy asked if intake staff work with Rethke. Julie answered yes, that there are about 16 Rethke consumers enrolled in the CCS program.*
- *Anna asked how organizations like WI Family Ties get involved with CCS? Julie answered that they could contact Julie and she would explain the process to them. Dane County CCS has an open provider network so they could establish a contract at any time.*

ii. Additional trainings offered to CCS Provider Network

- December 2017: Medicaid Basics
- January 2018: Service Facilitator Networking Meeting
 - *We will continue to provide SFs space to meet.*
- February 2018: Mental Health Professional Refresher Training
 - *Now that we have been around for 3 years, CCS wants to give them refreshers on items that should be included in the documentation.*

3. CCS Coordination Committee Policy/Procedure

a. Review/approve

- i. *Dorothy made a motion to have the word “client” changed to “consumer”. Approved*
- ii. *Dorothy asked for clarification of the public comment policy. Julie clarified that it is for public, not members of the committee.*
- iii. *Anna asked why time is at end, not at beginning like other Committee Agendas. Dorothy explained that a recent meeting was lengthened from a public commentary. Dorothy suggested changing the policy so the Committee could better prepare for what was being presented. Discussion was held. Suggestion was made to move the 15 minute public commentary from the end to the beginning of the meeting. Approved.*
- iv. *Coordination Committee approved revised CCS Coordination Committee policy with aforementioned changes.*

4. Annual Consumer Satisfaction Survey results (Jenna)

- a. *Jenna provided a Synopsis of the 2017 Survey of Client Satisfaction with CCS, Adult Survey and Youth/Family Survey including eligibility for the survey, response rates, and findings.*
- b. *Jenna summarized comments that respondents made on the surveys and reported on demographics of respondents.*
- c. *Dr. Henderson asked why some domains are missing and commented that the scales could be improved. Jenna explained that the State issues the survey and CCS continues to provide feedback to the State for future changes to instruments used. Julie explained that the State mandates what forms and surveys are required. Discussion was held.*

5. Review QA/QI Plan

- a. *Surveys are required by State.*
- b. *Discussion of #1-#8.*
 - *#1: No changes, keep on QI plan*
 - *#2: Update spelling from Insure to Ensure, no other changes, keep on QI plan.*
 - *#3: No changes, keep on QI plan.*

- **#4: Discussion, met with MMSD behavioral health team in 2017. Suggestion to add meeting with Metro High School and the Juvenile Detention Center for 2018.**
- **#5: Discussion, continue current meeting to maintain communication among providers and DCDHS staff. Add MHP Refresher Training for 2018, keep goal.**
- **#6: Discussion, keep issue and goal, will look to have survey ready to September 2018 distribution to CCS staff, potentially email survey of CCS personnel because we have email addresses for all personnel due to CCS Module use.**
- **#7: Discussion, keep this issue and goal, under Activities add work with PCP/GPs around prescribing psychotropic medications and monitor number of folks that are unable to obtain psychiatric/prescriber care.**
- **#8: Discussion, Dorothy discussed Grand Avenue as a model agency in Wisconsin for employment. Julie will reach out and contact them for more information.**

6. Topics for next meeting:

- a. **Discuss/Review #9, #10, #11. Member would like to add coordinating with The Beacon to the QA/QI plan #9.**
- b. **Discuss adding outreach for various ethnic groups.**
- c. **Discuss adding outreach for transition age groups.**

7. Completion of timesheets.

8. 1st Jennifer, 2nd Dave, adjourned.

Next Meeting: **3/21/18, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room**