



**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

May 16, 2018

12:00-1:30 p.m.

Present (Members): Mary Bixby, Gala Gardiner, Dorothy Hawkins, Valerie Henderson, Jennifer Hendrickson, David Kuehne, Linda Kustka, Peggy Spiewak, Julie Meister (Chair)

Absent (Members): Anna Moffit, Renee Sutkay and Lindsay Wallace

Present (Non-Members): Jenna Ramaker, Holly Rasmussen, Danyelle Okesanjo

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

No individuals present/registered to address the committee.

2. Comments about, or corrections to, 3/21/18 minutes.

Approved, Dorothy 2nd

3. Progress update (as of 5/16/18)

- a. CCS enrollment update (792, up 49 since March meeting)

- i. Adults = 597 (+32 from March)
- ii. Youth = 195 (+17 from March)
- iii. Discharges = 182 total since program began (+17 since March)

Julie commented that Milwaukee County and Dane County have similar enrollment numbers. Julie reported enrollment numbers. Julie explained main reasons for discharges. More discharge data points will be built into the module so we can track reasons why client discharge.

- 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
- ii. Additional trainings offered to CCS Provider Network
 - May 2018: Trauma-Sensitive Yoga provider highlight
 - June 2018: CCS Re-Contracting Kickoff Meeting

CCS continues to hold monthly staff training. Signup Genius is now being used by staff to sign themselves up for all trainings. CCS continues to offer extra trainings, sometimes being a training to highlight an agency's services.

c. Intake Staff update

- i. Two new Intake Workers added bringing total number of CCS Intake Workers to 8.
Have 8 intake workers. In process of hiring a bilingual intake worker. Enrollment time has been reduced to about 4-6 weeks for adults and 2 weeks for youth once all required paperwork has been received. Discussion was held on the reduced wait time.
- ii. In process of hiring Intake Social Work Supervisor, should be on-board late June.

4. Begin work on Provider Survey per QA/QI plan.

6.	There is a desire to ensure that attitudes among CCS service providers reflect the CCS program philosophy of CCS participants as equal partners, having choice in services, respecting the recovery plan, reducing barriers to services, etc.	Determine whether attitudes and behaviors among CCS service providers align with the values of the CCS program.	Develop, administer, and compile the results from a survey of service providers.	CCS Coordination Committee to provide input, review, approve a survey, and identify areas for improvement based on the results. CCS Program Analyst to develop, administer, and compile the results from the survey.	Draft of survey of providers to be ready for review and implementation 2018-2019
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Jenna discussed the Intake Survey and gave an overview of the survey. 22 surveys were returned and 8 comments were received. In general, the results were positive. One negative comment was requesting a bilingual intake worker.

Julie discussed Provider Survey (QA/QI Plan goal) and requested ideas and changes for the survey. Significant discussion was held. Discussion of CCS values and what the CCS Coordination Committee is hoping to learn from the survey. Committee identified themes to capture in survey: equal alliance, self determination, consumer not a problem, community, family, environment, satisfaction of staff, culture/ethnicity/race/gender, person centered goals and language, (Do you know your clients enough that they feel you get them?), training, client choice, equal access (barriers). Comment that we will need to prioritize what we need to know versus what would be nice to know to ensure survey does not get too long.

CCS has all staff emails and survey would be emailed. Jenna commented that survey will be a mix of both quantitative and open-ended questions. Julie and Jenna will work on the scales, themes and questions identified and the Committee will review updated version at the next meeting.

Topics for next meeting: Review results of Intake Survey. Continue work on Provider Survey.

5. Completion of timesheets.

Next Meeting: **7/18/18, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room**