



JOE PARISI
DANE COUNTY EXECUTIVE

Dane County Department of Human Services
Division of Adult Community Services

Director – Shawn Tessmann
Division Administrator – Todd Campbell

CCS Coordination Committee Minutes

Madison Central Library, 1st Floor Conference Room

November 20, 2019

12:00-1:30 p.m.

Present: Mary Basel Rauwolf, Michelle Hicks, Wendy Johnson/MMSD, Mai Zong Vue, David Weber
Absent: Laura Abilene, Teri Barman, David Bohl, Gala Gardiner, Khar'a Moore, Margaret Rubio, Renee Sutkay
Present (Non-Members): Julie Meister (chair), Jenna Ramaker

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
No public comment
2. Comments about, or corrections to, 9/18/19 minutes.
Unable to approve minutes due to not having quorum.
3. Thank you to Renee Sutkay for your 4 years of service on the CCS Coordination Committee.
4. Welcome to new members David Bohl and Mai Zong Vue.
5. Progress update (as of 11/17/19)
 - a. Dane County 2020 Budget Update: New CCS positions
Julie discussed new position in 2020 budget for a lead intake worker and a new Quality Assurance specialist. These positions will be posted early next year
 - b. CCS enrollment update (1242, up 26 since 9/18/19)
 - i. Adults = 914 (up 17)
 - ii. Youth = 328 (up 9)
 - iii. Discharges = 478 total since program began in 2015
 - Average discharges = 17 per month

Julie discussed staffing changes; one position still vacant and one will be posted soon since one intake worker was recently promoted to a new position. By 2020 we will be up to 12 intake workers. Due to the number of re-screens needed, intake appointments have slowed down. The pace should resume when our 2 newest intake workers, who started in October, are fully trained.

NO change in trends for discharge reasons.

6. Data Review: Outcomes for individuals who enroll in CCS while homeless

Jenna discussed results of data analysis for outcomes for individuals entering CCS while homeless. Data source was Consumer Status Data Form. We looked at who was homeless at time of CCS enrollment.

- ***13% of Dane County CCS participants enrolled in CCS while homeless.***
- ***CCS did have positive impact on housing status. Individuals living in private residence went from 19% to 44%. Improvements grew for individuals that were enrolled in CCS for 1 year or longer.***
- ***Average length of CCS enrollment for those individuals who entered CCS with housing (1 year, 2 months) is significantly longer than the length of CCS enrollment for individuals who enter CCS while homeless (11.6 months).***
- ***There is no significant relationship between homeless status at time of enrollment and the array categories authorized.***

Discussed challenges in data given data points collected. For example, is someone staying with family considered homeless? Jenna was asked what biggest takeaways were. Answer, there is impact on housing stability with CCS connectedness and significant improvement with longer enrollment in CCS. Also, that homeless individuals are likely to have shorter, multiple enrollments.

7. Youth Service Facilitator Survey Update

- a. Current Response Rate: 65%
- b. Will report out on results in January
- c. Scheduling training of youth service facilitators for January/February based on training needs identified in survey

Electronically administered to service facilitators. 357 youth were eligible for surveys. 70% response rate as of today. Survey closes on Friday, 11/22/19.

Julie said that these results will be used to look for trends by school and by SF agency. Wendy said that her staff don't always have contacts for a youth's CCS workers, and there are a lot of opportunities for more communication. They also have a lot of data- referrals etc that can then be better shared.

8. Annual Consumer Satisfaction Surveys—Update

- a. Have been mailed to participants
- b. Report out on results in March 2020

Sent out surveys to eligible CCS participants in late October. Current response rate is 17% overall. Undeliverable surveys were forwarded to service facilitators. Survey will be closed in December. Received Hmong surveys from State this year.

9. QI Plan: review for 2020 update

Because we don't have quorum, we are unable to vote on changes, but we want to bring back to the group what we may want to add or remove from QA/QI plan.

#1- Surveys are required and Julie suggests keeping it in the QI plan.

#2- Julie said SF agencies have capacity and it is county that currently lacks capacity with intake. Mai Zong asked how requesting more staff originates. Julie said it starts with her, goes to Division Administrator and Director, and then goes to county board for approval.

Wendy asked about wait to get therapist appointment, especially for adolescents since she hears it is often 6-8 weeks. Julie said the wait for therapy is typically less than a month, but Mary pointed out for new enrollee wait intake to appointment still ends up being closer to 2 months.

#3- This is ongoing but poorly attended ~7/ 150+. Mai Zong asked how this relates to Gov's new equity and inclusion order.

#4- Julie explained all of the new policies we have implemented to increase consistency. This goal may be able to be removed from 2020 plan.

#5 – There continue to be challenges for consumers in securing psychiatry services in Dane County and throughout Wisconsin. Mary said that the process is cumbersome to become a provider and might benefit from more streamlining and communication between Dane County and people who have gone through the process to identify pieces that may be able to be omitted. Michelle said that knowing which agencies have psychiatry would be helpful at intake and that SFs don't always know.

#6- Employment-related recovery goals exploration hasn't been completed yet and will remain on 2020 plan.

#7 – Completed, so Julie recommends deleting. DCDHS hosted a training on Homelessness and Housing Instability for service facilitators and analyzed CCS data on outcomes for individuals who enrolled in CCS while homeless.

#8- The CCS Provider Network has increased capacity of agencies specializing in co-occurring disorders. May want to examine whether there are areas of the network that are lacking, either in type of service, cultural appropriateness, etc. and work to expand network in those areas.

#9- DCDHS regularly compares CCS demographics to MA eligible population in Dane County. We may want to always keep this goal to ensure that gaps in access for various populations continue to be explored. We do know that currently the LatinX community is very under-represented in CCS.

10. Topics for next meeting:

- **Presentation on Youth Service Facilitation Survey.**
- **Complete the update of Quality Improvement Plan for 2020.**

11. Completion of timesheets.

Next Meeting: 1/15/20, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room