



**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

January 15, 2020

12:00-1:30 p.m.

Present: Laura Abilene, Andi Galka, MMSD Representative Wendy Johnson, Khar'a Moore, Margaret Rubio

Absent: Teri Barman, David Bohl, Gala Gardiner, Michelle Hicks, Mary Rauwolf, Mai Zong Vue

Present (Non members): Julie Meister (chair), Jenna Ramaker, Holly Rasmussen

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 and 11/20/19 minutes.

Due to not having quorum unable to approve minutes. No corrections noted. Will approve minutes for 9/18/19, 11/20/19, and 1/15/20 at next meeting.

3. Progress update (as of 1/14/20)

- a. CCS enrollment update (1227, down 15 since 11/20/19)

- i. Adults = 906 (down 8)

- ii. Youth = 321 (down 7)

- iii. Discharges = 507 total since program began in 2015 (29 since 11/20/19)

- Average discharges = 17 per month in 2019

- b. DCDHS hiring update

- i. CCS Provider Network Coordinator moved to DCDHS 1/6/20

- ii. 1.0 FTE CCS Intake Worker starting 1/21/20

- iii. 1.0 FTE QA Specialist and 1.0 FTE CCS Intake Worker to be posted 1/17/20

Julie gave an update on numbers. She explained about staff turnover and the effect that had on new intakes. Julie explained why the CCS Provider Network Coordinator was moved in house. Julie explained that once that the new Quality Assurance Specialist is hired and the existing QA Specialist returns from maternity leave, the QA portion should be in full force this fall. Julie explained that Heidi Stringer would be at an upcoming meeting and would like to know what else the QA Team can look at.

4. Data Review: Youth Service Facilitator Survey (Jenna)

- a. Survey results

Jenna Ramaker presented the results of the survey. 20 agencies were eligible with 88 SFs and 356 youth. 18 agencies responded with 69 SFs and 268 youth. Response rate was 77%.

Margaret asked if the SF are supposed to engage with the school. Julie responded that it is up

to the family if they want to allow the SF to advocate for the youth. Wendy commented that if an IEP is coming up, that the school would want the SF involved at those meetings. Of the survey responses, 81% of the youth had an IEP. Laura asked if the survey consists of a set of schools – Jenna responded it is every school any consumer attends. 96 schools were represented on this survey. Margaret asked what family should do if family needs SF involved with the school. Julie said family should discuss with the SF and MHP at the agency and then the Service Director at the agency. If issue is not resolved, should then contact Julie at CCS. Wendy asked how frequently team meetings occur. Julie responded that at a minimum, has to be every 6 months but could be as frequently as needed. Andi asked if a similar survey could be sent to the schools. Julie said that CCS doesn't have a listing of staff who work with CCS clients at schools. Julie said the survey could be given to the SF to give to the school staff person. Wendy commented that it is doable so long as the survey is short and to the point and they could advocate for the survey completion based on data collection. She said it would probably work best to coordinate it just after the survey went out to the SF. Wendy said a short deadline would be needed, not 2 weeks. Julie commented that the committee would need to develop the survey questions. Laura commented that perhaps putting together a power point that shows the survey outcome and the shared collaboration between families and school staff could go out with the survey to encourage survey completion. Wendy suggested that a wider range of titles in a dropdown be presented on a survey question about roles of school staff on teams. Wendy asked if a greater frequency of recovery team meetings is required for students with an IEP versus students without an IEP. Julie responded that no frequency is mandated beyond every 6 months, the team determines frequency of meetings. Wendy inquired about and data. Julie said that CCS obtains quarterly data from providers and could report to the committee on specific desired data points in the future.

- b. 2/3/2020 training: Coordinating Services for School-Age Youth training for CCS youth service facilitators

5. QI Plan: Complete 2020 update

Julie discussed the QI Plan items that were discussed at the last meeting. Discussion was held on question:

#1 No committee comment – keep changes as proposed.

#2 No committee comment – keep changes as proposed.

#3 Julie discussed the item. No committee comment - keep changes as proposed. Laura commented that a new agency said they wouldn't have known about the CCS network without knowing another agency involved in the network. Laura asked how CCS was advertising for the provider network. Julie responded that Dane County used to recruit agencies more robustly when CCS first started. Julie said now that the network consists of ~100 providers, some agencies are not receiving as many referrals as desired. Khar'a commented on her experience with setting up her agency, being newer to service facilitation, and building up her business. Regarding promotion, Julie commented that Dane County can not have any bias about promoting any agency over other agencies. We can accept brochures that will be set out on a table at Service Director meetings for agency leadership to

review and bring back to their teams. Julie commented that the biggest promotion tends to be word of mouth advertising after consumers and providers have good experiences.

#4 Julie commented that this goal could likely be removed. Wendy asked how many agencies are in network – Julie commented over 90 total with ~30 being service facilitation. Julie asked if Committee should keep the goal or not. Julie commented that she isn't seeing inconsistency of information as a significant challenge anymore. Wendy asked if that was due to requiring attendance at the meetings and Julie responded, likely yes.

6. Topics for next meeting:

- Report on Annual CCS Consumer Satisfaction Surveys
- CCS Quality Assurance Practices (CCS Service Director, Heidi Stringer)
 - o *Julie commented that we may have Heidi attend but may not have her present since the Committee needs to finish the QI Plan. Julie asked the Committee to review the QI Plan and to be prepared to discuss and finish at the next meeting.*

7. Completion of timesheets.

Next Meeting: **3/18/20, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room**