



**Dane County Department of Human Services
Division of Adult Community Services**

Director – Shawn Tessmann
Division Administrator – Todd Campbell

CCS Coordination Committee Minutes

GoToMeeting (Due to Safer at Home order)

April 15, 2020

12:00-1:30 p.m.

Present: Laura Abilene, Teri Barman, Susan Frank, Andi Galka, Gala Gardiner, Michelle Hicks, Wendy Johnson, Mary Rauwolf, Margaret Rubio, Heidi Stringer, Mai Zong Vue

Absent: Khar'a Moore, Lucy Preysz

Present (Non-Members): Julie Meister (Chair), Niki Parker, 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, 11/20/19, and 1/15/20 minutes.

Gala Gardiner's name is missing an "i" in the January meeting minutes. (corrected)

- a. Approval of minutes

All minutes approved.

3. Progress update (as of 4/13/20)

- a. CCS enrollment update (1295, up 68 since 1/14/20)

- i. Adults = 974 (up 68)

- ii. Youth = 321 (no change)

- iii. Discharges = 577 total since program began in 2015 (70 since 1/14/20)

- Average discharges = 17 per month in 2019, 18 per month 2020 Q1

Julie gave an update on numbers.

- b. DCDHS hiring update

- i. Dane County hiring freeze, impacting 1.0 FTE CCS hire

Julie discussed Dane County hiring freeze resulting from COVID-19 pandemic. 1.0 FTE CCS Intake position is impacted, however appeal process is continuing.

4. Policy Updates: Review and Approval

- a. Conduct Policy

Julie discussed the new additions that were added to the CCS Conduct Policy. The first addition was #16 regarding the CCS Module access being granted to individual users. Service

providers are not allowed to share their username and password with anyone or use someone else's username and password to gain access to the CCS Module. The second addition, under the "Conduct Required to Ensure Ongoing Program Integrity and Continuity," was #5 regarding CCS service providers making sure that during a time of absence that there will be full coverage for their CCS responsibilities. Committee approved revised policy.

b. Timely Exchange of Information

Julie went over the added discussion/procedure. She mentioned how the sentence, "The success of CCS for both clients and the program itself depends on coordinated and timely information exchange" needs to be tweaked. Her thought is to add "participants" and programs. All members in favor to this added change.

#7 was edited- The death of a CCS participant will be reported to the DCDHS CCS Admin and DCDHS CCS Service Director within 24 hours after the death of a CCS participant, or learning of the death. The CCS Admin will ensure proper notification as required under state statute. Committee approved revised policy.

5. QI Plan: Review 2020 update

a. Approve if satisfactory

Julie discussed the QI Plan items in depth. Questions and comments were made throughout the discussion.

#1 Julie discussed the goal addition of increasing the annual consumer survey response rate by at least 5%. This is not only a CCS goal but also a Human Services goal for all programs.

#2 Julie discussed adding content to maintain sufficient staffing at CCS Intake Unit in addition to service facilitation agencies as this is critical to timely enrollment in the program.

#3 Mai Zong discussed importance of participants easily finding information in the CCS Provider Directory regarding which agencies offer bilingual services. Susan recommended also adding information regarding accessibility for individuals with physical disabilities. Both of these recommendations were incorporated into the QI Plan. Julie discussed one of the goals for this is to maintain an online resource of agencies that is accessible to the public, updated, and accurate.

#4 Julie discussed the ongoing goal of increasing opportunities for Service Directors to network with each other and receive information on a regular basis from County staff at the monthly Service Director meetings.

#5 Julie discussed one of the goals in this section is to increase the number of psychiatric prescribers within the CCS network. Dane County CCS has added prescribers within the last couple of years, however access remains limited. This is an issue that extends beyond Dane County.

#6 Julie discussed how the pandemic has been challenging for the CCS participants who have jobs and rely on going to these jobs as an additional source of income and a significant part of their daily routine.

#7 Julie discussed importance of increasing service facilitator knowledge of the Dane County AODA continuum of care and how service facilitator knowledge can facilitate prompt referrals when they are needed. Dane County is exploring hosting another AODA continuum of care training after public health emergency.

#8 Julie discussed importance of ensuring that CCS services are inclusive, accessible, and equitable. Mai Zong discussed challenges to providing bilingual services. A goal was added to this section to gain a greater understanding of challenges to providing bilingual services.

#9 Julie discussed that this issue was added as a result of the significant impact COVID-19 has had on Dane County CCS providers. It is important to understand the impact of the pandemic on CCS providers, and to develop a plan to assist providers, as able. It is important to understand the challenges that are being faced during and after the pandemic.

CCS coordination Committee approved the 2020 QI Plan.

6. Topics for next meeting:

- Policy Updates: Review & Approval (June)
- Report on Annual CCS Consumer Satisfaction Surveys
Additional policy revisions will be reviewed and Jenna Ramaker will be presenting the Annual CCS Consumer Satisfaction Survey results at the May 2020 meeting.
- CCS Quality Assurance Practices (CCS Service Director, Heidi Stringer)
Julie commented that if there is time next meeting, Heidi Stringer will present more about the CCS Quality Assurance Practices.

7. Completion of timesheets.

- a. Julie will email timesheets to those that need them to review. Send email back to Julie confirming that you agree with time sheet (counts as your signature) and Julie will submit to payroll.

Julie would like everyone to email her back confirming ETR is accurate.

Next Meeting

5/20/20, 12:00-1:30pm

Madison Central Library, 1st Floor Conference Room

or

GoToMeeting (if needed due to public health emergency)