



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

GoToMeeting (Due to COVID-19 precautions)

May 20, 2020

12:00-1:30 p.m.

Present: Laura Abilene, Teri Barman, Andi Galka, Gala Gardiner, Michelle Hicks, Wendy Johnson, Khar'a Moore, Mary Rauwolf, Heidi Stringer, Mai Zong Vue

Absent: Susan Frank, Lucy Preysz, Margaret Rubio

Present (Non-Members): Julie Meister (chair), Niki Parker, Jenna Ramaker

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
Laura requested the committee look at reenrollment numbers, Julie stated that she would work with DCDHS staff to add this to the statistics report.
2. Comments about, or corrections to 4/15/20 minutes.
 - a. Approval of minutes
Minutes approved.
3. Progress update (as of 5/18/20)
 - a. CCS enrollment update (1345, up 50 since 4/13/20)
 - i. Adults = 1010 (up 36)
 - ii. Youth = 335 (up 14)
 - iii. Discharges = 586 total since program began in 2015 (11 since 4/13/20)
 - Average discharges = 17 per month in 2019, 18 per month 2020 Q1

Julie gave an update on numbers and discussed that discharge numbers may be somewhat lower during COVID-19 pandemic due to State recommendations regarding discharge from CCS program.

 - b. DCDHS hiring update
 - i. New CCS Intake Worker starting on June 15 (total FTE=11.0 Intake Workers)
 - ii. Dane County hiring freeze, impacting 1.0 FTE CCS hire (no change)

Committee inquired as to how long hiring freeze would last and when position may be ready to be posted. Julie stated time is unpredictable, could range from ~1 month to not obtaining approval to post position.

4. Policy Updates: Review and Approval

Julie discussed that all policies were updated to gender-neutral language and that client was changed to CCS Participant to be consistent with CCS Participant Handbook and prior CCS Coordination Committee direction.

a. Communication with Clients

Change included updated language to CCS Participant Handbook. Policy approved.

b. Minimum Standards

Julie highlighted updated language on #3 in Fiscal standards, staff cannot be on more than 2 agency staff listing forms concurrently, ratio of MHP staff needed updated to be related to number of participants enrolled at agency (1.0 FTE MHP : 100 CCS participants), and staff serving as service facilitators must have at least 6 months experience providing psychosocial rehabilitation. Policy approved.

c. Orientation and Training of Staff

Change included updated CCS participant language and reference to HHS 36 corrected to DHS 36. Policy approved.

d. Service Coordination, Referrals, and Collaboration

Julie highlighted addition of requirement that service facilitator has contact with each CCS participant no less frequently than once per month and document in progress notes. Committee agreed this is a good idea, especially with COVID. Policy approved.

e. Staff Functions

Julie highlighted distinction that was added between DCDHS Staff Functions and Service Facilitation Agency Staff Functions, addition of requirement that service facilitators meet requirements in Minimum Standards Policy, and the two last functions were added to service facilitator responsibilities. Michelle stated it was good this was added and Mary expressed that overdoses are at times not seen as a crisis once individual is not in immediate danger. Importance of individualized assessment and planning was discussed. Policy approved.

f. Supervision and Clinical Collaboration

Julie highlighted that definitions were added to the types of supervision and clinical collaboration that could be provided. Wendy stated this was a good addition. Policy approved.

g. Systems Development

Changes only involved updating to gender neutral language and replacing client with CCS Participant. Policy approved.

5. Annual Consumer Satisfaction Survey results (Jenna)

Jenna reviewed the results of the 2019 Dane County CCS Consumer Satisfaction Surveys (MHSIP and ROSI) that are required annually by the State. Response

rate this year was 22%. Respondents that returned survey received \$5 gift card. Results similar to previous years in many ways. No significant differences in recovery-oriented experience in CCS based on ethnicity, race, age, or gender. Laura suggested changing some of the questions in the Basic Needs and Employment area to reflect the impact of CCS services on this area due to confusing wording of questions on the survey. Julie stated that the specific survey is mandated by the State for all counties and we would not be able to change the instrument. Surveys were mailed out in three languages: English, Hmong, Spanish. All surveys that were returned were English even though some of these went to bilingual participants. Mai Zong requested to meet with Jenna and Julie to further discuss improvements to administration of the instruments to bicultural participants. We could then bring the topic back to the larger group. Suggestion to collect which service facilitation agency each respondent receives services through as means of obtaining more actionable data for program improvement and to provide positive feedback to well-performing agencies. Jenna stated we could explore this for next year.

6. Topics for next meeting:

- CCS Quality Assurance Practices (CCS Service Director, Heidi Stringer)
- Review QI Plan for next steps

7. Completion of timesheets.

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

Next Meeting

7/15/20, 12:00-1:30pm

~~Madison Central Library, 1st Floor Conference Room~~

or

GoToMeeting (if needed due to COVID-19 precautions)