



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

Zoom Virtual Meeting (Due to COVID-19 precautions)

January 20, 2021

12:00-1:30 p.m.

Present: Laura Abilene, Teri Barman, Wendy Johnson, Nikyra McCann, Veronica McMurray, Rick Petzke, Margaret Rubio, Heidi Stringer

Absent: Andi Galka, Michelle Hicks, Khar'a Moore, Mary Rauwolf, Brittany Staskal, Mai Zong Vue

Non-Voting Members/Guests: Julie Meister (chair), Brian Barr, Brad Schlough, Jenna Ramaker, Niki Parker

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

Brian Barr- How many clinics are in CCS? Also, I would like a person that could verbally explain what the paperwork is about, so they can fully understand, it is hard dealing with paperwork. Can we get a thing on there to sign that person explaining the admission was clear.

Julie Meister- We have about 30 service facilitation agencies for people that need help within the community for Mental Health/Substance Abuse challenges. Enrollment and rescreen paperwork can definitely be more challenging during the pandemic. It is the job of CCS Intake Staff to review the paperwork with each client to ensure each person understands. In addition, copies are mailed to the consumer.

2. Welcome to new members, Nikyra McCann & Rick Petzke.

All participants in the call introduced themselves and their role on the CCS Coordination Committee.

3. Comments about, or corrections to 11/18/2020 minutes.

- a. Approval of minutes **Minutes approved.**

4. Progress update (as of 1/18/21)

- a. CCS enrollment update 1576 total participants enrolled, (up 70 since 11/17/2020)

- i. Adults = 1204 (up 62)

- ii. Youth = 372 (up 8)

- iii. Discharges = 722 total since program began in 2015 (up 27)

- Average discharges = 17/month in 2019, 16/month in 2020

- b. Dane County CCS Personnel

- i. 2 new Intake Workers starting in January: one of these is new position

- ii. Recruitment for CCS Service Director nearly completed (*replacing Heidi Stringer*)

- iii. Will recruit for second Lead Social Worker in next couple months

- c. CCS Providers: Added 10 new providers during pandemic (Neu K, Safe Communities, Deeper Insights, Our Generations, Goodwill Industries, Better Bee, Monarch Addiction Recovery Clinics, Pauquette Center, Collective Voices, Catalyst for Change)

Wendy-Some agencies are having a waitlist, is this tracked? Julie stated she tries to stay on top of any delays to receiving services and works with agencies and service facilitators to minimize delays. Largely, contracted agencies have been growing to meet demand. Wendy will email Julie about agencies currently having wait that she has heard about.

- d. Division of Quality Assurance (DQA) site visit in June 2021

Julie discussed role of QA team that works to ensure quality year-round to ensure site visits go smoothly. Increasing amount of documentation that is completed electronically due to COVID.

What happens at site visit? DQA pulls a sample of personnel files and a sample of consumer charts to ensure all documentation meets DHS 36 standards. Review CCS Coordination Committee minutes, updates to policies and procedures, complaints and grievances, and reportable deaths.

Does the Committee get to hear about what happens at the site visit? After the DQA visit, there is an exit interview meeting where the DQA surveyor verbally tells DCDHS staff what was found during the site visit and provides feedback. CCS Administrator takes notes and reports back to CCS Coordination Committee and Division Administrator on results of the site visit.

5. Review proposed edits to CCS Plan, approve if possible.

A copy of the plan with proposed changes tracked was reviewed with the Committee by Julie. Proposed changes to CCS Plan included: updates to DCDHS CCS Organizational Chart, addition of Behavioral Health Resource Center as a referral source, removal of language describing contracting of Provider Network Coordinator (this position is now housed at Dane County), updating to gender-neutral language, updating language from client to CCS Participant.

Motion to approve updates to the CCS Plan. Plan approved.

6. Items for March meeting

- a. Review results of 2020 CCS Consumer Satisfaction Survey
b. Begin discussion of updates to QI Plan based on results.

Committee would like presentation about BHRC in the future.

7. Completion of timesheets.

- a. Julie will email timesheets to those that need them to review. Either sign electronically with Adobe Acrobat 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

3/17/21, 12:00-1:30pm

Zoom Virtual Meeting (due to COVID-19 precautions)