



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

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Dane County Executive – Joe Parisi  
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### CCS Coordination Committee Minutes

Zoom Virtual Meeting (Due to COVID-19 precautions)

September 15, 2021

12:00-1:30 p.m.

Present: Teri Barman, Andi Galka, Michelle Hicks, Nikyra McCann, Veronica McMurray, Khar'a Moore, Rick Petzke, Mary Rauwolf, Margaret Rubio, Brittany Staskal, Heidi Stringer, Mai Zong Vue, Julie Meister (chair)

Present (Non-Members): Jenna Ramaker, Niki Sustr, Molly Kloehn

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
  - a. ***Mai Zong Vue announced The Hmong Institute's Hmong Diaspora Banquet to celebrate 45 years of Hmong community contributions at Monona Terrace on October 2<sup>nd</sup>, reach out for more information.***
  - b. ***Mary Rauwolf: There is a problem with what Medicaid pays for in CCS. For example, it is critical that peer specialists make contact with consumers when they are preparing for discharge from the hospital or being released from jail, however this is not allowable by Medicaid rules. Also, many people are wanting to utilize text messaging for check-ins, but this is not allowed either.***
  - c. ***Brittany Staskal: The day of the annual screen is stressful, some people may not show up to the screen because they are afraid they might lose services. Is there a smooth transition for those deemed ineligible by the annual screen? Are Service Facilitators having those conversations?***
    - i. ***Service Facilitators should be discussing each participant's progress in CCS and how things will look when that person is ready for discharge. These discussions should happen when engaging in building the recovery plan every six months.***
2. Comments about, or corrections to 7/21/2021 minutes.
  - a. Approval of minutes ***All voted in favor to approve the minutes.***
3. Behavioral Health Resource Center (BHRC) presentation: Molly Kloehn
  - a. <https://danebhrc.org/>
    - i. ***Presentation on BHRC: The Behavioral Health Resource Center (BHRC) is a voluntary person and family centered service designed to help any Dane County resident seek assistance and access behavioral health services in Dane***

County, regardless of insurance status, financial status, age, identity, ability or legal status. The BHRC assists Dane County residents of all ages, backgrounds and walks of life. BHRC services are consumer led and consumer driven, meaning that the individual and family is the expert regarding their needs.

- **Behavioral Health is the promotion of mental health, resilience and wellbeing; the treatment of mental health and substance use disorders; and the support of those who experience and/or are in recovery from these conditions, along with their families and communities.**
- **Peer Support is provided through contracted agencies by Wisconsin Certified Peer Specialists. A Peer Specialist is a person who uses their lived experience to provide support, encouragement, socialization, hope and practical skill building to another.**
- **Warm Hand-Off is an approach in which BHRC staff offer a warm connection between the consumer and the receiving agency. This approach supports service recipients and reduces confusion during the referral process.**
- **Groups of people that have reached out to the BHRC:**
  - a. **Consumer (40%)**
  - b. **Concerned other (parent/caregiver/friend/partner etc.)**
  - c. **3<sup>rd</sup> Party Professional (treatment providers, doctors, etc.)**
- **Contact Information:**
  - a. **Email: [bhrc@countyofdane.com](mailto:bhrc@countyofdane.com)**
  - b. **Phone: (608) 267-2244**
  - c. **Website: <https://danebhrc.org/>**
  - d. **Mailing address: 818 W Badger Rd Suite 103**
- **We encourage everyone to check out the resources on the BHRC website. If you need more information you can contact Molly Kloehn.**

ii. **QUESTIONS REGARDING BHRC:**

- **Nikyra McCann: Is it a free service when consumer's call?**
  - i. **Yes, all BHRC services are provided at no cost.**
- **Mai Zong Vue: Have you received consumers with language barriers?**
  - i. **We have hired bilingual/bicultural staff members and if we do not have a staff member that speaks the consumer's language, we utilize the Language Line.**
- **Rick Petzke: We sometimes refer potential new members from Yahara House to the BHRC, have you gotten those requests? If a staff member reaches out, would they need to sign a release of information to get information on a potential new member?**
  - i. **We let the consumer decide what information we report back or share with others. If there are specific questions you can contact the BHRC directly. We respect the consumer's privacy based on their stated preferences. Releases of information (ROI) are required for any communication outside of the BHRC.**

iii. **Challenges with BHRC: There are waitlists for many community services.**

- a. CCS enrollment update 1798 total participants enrolled, (up 30 since 7/13/2021)
    - i. Adults = 1378 (up 23)
    - ii. Youth = 420 (up 7)
    - iii. Discharges = 895 total since program began in 2015
      - Average discharges = 17/month in 2019, 16/month in 2020, 17/month in Q1 of 2021, 21/month in Q2 of 2021
  - b. Dane County CCS personnel update
    - i. Two new CCS Intake Workers started in last couple weeks
    - ii. DCDHS 2022 budget proposal includes additional positions in CCS to accommodate ongoing growth in CCS program (budget not finalized or approved by board yet).
      - **6 new positions proposed: 4 intake workers , 1 supervisor and 1 QA specialist**
        - a. **Rick Petzke: Do we have an alternative plan if we do not get the approval for 6 new positions? How will it affect CCS/Dane County?**
          - i. **Julie Meister: We have grown 44% within 2 years in CCS, if we need to, we will request new positions mid-year. We don't have a backup plan, we can only navigate insufficient staffing by reducing our new enrollments to stay in compliance with the annual screening requirement. The CCS Data Analyst put together various scenarios with current data to inform outcomes if fewer positions are approved in the budget. Our goal is to maintain sufficient staffing to be able to enroll people in a timely fashion.**
    - iii. Reclassifying Bilingual Spanish Social Worker to Bilingual Spanish Case Manager (awaiting County Board approval, expected this month)
      - **Bilingual will receive the same pay as SW.**
5. MTM update from State.
    - a. In 2022 State is transitioning to Veyo for Non-Emergency Medical Transportation.
    - b. The contract has been re-written to address many of the concerns that have been raised during the MTM contract.
  6. Updated policy review and approval: Assessment
    - a. **Reviewed proposed policy changes. Question, when will policy go into effect?**
      - i. **After approved by Coordination Committee it will be uploaded to DCDHS CCS website and emailed to all current CCS providers.**
    - b. **All voted in favor to approve the updated policy.**
  7. Wait time for services—review survey. (Jenna) Via SurveyMonkey
    - a. **Mai Zong Vue: What is the purpose of the survey?**
      - i. **Julie Meister: It has come to our attention that there are some services in the CCS network that are developing wait times to get participants into the services that they need. The committee recommended surveying all CCS agencies to see across the CCS Provider Network how quickly consumers are able to access services. We want to increase the capacity to get consumers the services they need within a reasonable timeframe.**
    - b. **This is a self-reported survey, completed by an agency representative.**

## **QUESTIONS:**

- **Andi Galka: How often will this be sent out?**
  - a. **Julie Meister: After we receive and review our results as a committee, we can decide our follow-up actions. It may make sense to send this out at regular intervals—i.e. every 3-6 months.**
- **Mai Zong Vue: This layout looks simpler than before. How do we also capture bilingual/bicultural services?**
  - a. **Julie Meister: One way we could capture the data is by agency and the agencies that are specifically providing bicultural services. Or we could ask all agencies if they employ bilingual/bicultural staff.**
- **Mary Boesel Rauwolf: This is a starting point to figure out what we need. We should add a question regarding if each agency will be providing bilingual staff or not?**
- **Committee decided to ask agencies if they employ bilingual staff and to indicate which languages.**
- **Rick Petzke: Is this strictly going out to providers and not members of CCS? At Yahara House, we run into the issue with having potential new members, it seems like they're having problems getting a SF assigned if they are in CCS. How can this be addressed?**
  - a. **Julie Meister: When a potential CCS participant has an appointment with a CCS intake worker to complete their enrollment in CCS, the service facilitator is assigned at that time and usually also attends the appointment. If you find individuals that have issues, they can contact the intake line or they can contact me (Julie). We just hired two new staff so we will be able to enroll new participants in a more timely fashion. Our goal is 4-6 weeks at the longest before we get interested consumers enrolled.**
- **Committee liked idea of free-text box to capture "Barriers to reducing wait time".**

### 8. Items for November and future meetings

- a. Presentation by CCS QA team
- b. Review CCS Provider Directory
- c. Review results of wait time for services survey

### 9. 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**

**11/17/21, 12:00-1:30pm**

**Zoom Virtual Meeting (due to COVID-19 precautions)**