



Dane County Department of Human Services Behavioral Health Division

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CCS Coordination Committee Minutes

Zoom Virtual Meeting
September 20, 2023
12:00-1:30 p.m.

Present: Melodie Berry, Kimberly Disch-French, Matt Julian, Corri Kohn, Veronica McMurray, Vanessa Statam, Heidi Stringer, Mai Zong Vue, Nichole Wright, Julie Meister (Chair)

Absent: Nikyra McCann

Present (Non-Members & Guests): Jenna Ramaker, Niki Sustr, Bethany Woychik, Carly Pschorr

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

Bethany Woychik- Forward Counseling and Consultation

Carly Pschorr- UW-Madison MSU, Intern at Journey

Julie welcomed two new committee members: Matt Julian and Melodie Berry

2. Comments about, or corrections to, 7/19/2023 minutes.
 - a. Approval of minutes
All in favor, minutes approved.
3. Thank you for 4 years of service!! I have appreciated your feedback these last four years and am very grateful for everything you've contributed!
 - a. Mai Zong Vue- ***Thank you for the opportunity to be a part of this committee, this is a great core group of diverse experiences coming together to help strengthen CCS and Dane County.***
4. Progress update (as of 9/19/2023)
 - a. CCS enrollment update 2,279 total participants

- i. Adults = 1,725 (up 10)
- ii. Youth = 554 (up 13)
- iii. Discharges
 - 2021 average discharges: 26/month
 - 2022 average discharges: 36/month
 - 2023 Q1 & Q2 average discharges: 34/month

Total enrollments this period = 124
 Total discharges this period = 101
Net change in enrollment = +23

Matt Julian asked if there was any discharge data that indicates why someone was discharged. Julie Meister talked about the many discharge reasons that are not necessarily mutually exclusive that are listed in the Committee packet. The CCS program reports data to the State on a CCS program survey as well as reporting into other state data systems. The discharge reasons are not the same from system-to-system. Vanessa Statam asked if there was a way to track if people are discharging due to financial reasons. Julie Meister stated that there is not an easy way outside of looking at discharge summaries individually. Some of the Medicaid loss is related to people obtaining full time work and that is considered a successful discharge. Melodie asked if there is a resource that CCS provides on where someone who is discharged how they can get back into the program. Julie Meister stated that it is required for CCS to provide a copy of the Discharge Summary with a Discharge Letter to each discharging participant. The Discharge Summary contains referral sources regarding services after CCS and the Discharge Letter contains re-enrollment information.

5. Received Statement of Deficiency (SOD) in August related to this year's certification. SOD was related to the Admission Agreement that has been in use throughout all years of CCS program in Dane County. Document didn't include all required components of Informed Consent per DHS 94.03.
 - a. Plan of Correction due to DHS next week.
 - b. Previous and proposed documents attached for review and discussion.

Julie Meister talked about the changes that need to be made to the Admission Agreement document as a result of the SOD. The Admission Agreement did not meet all of the criteria in DHS 94.03 regarding informed consent. Julie proposed adding the missing language to the current document so one document meets the requirements of both DHS 36.13, which mandates CCS to have an admission agreement, and DHS 94.03. In addition, language was added regarding telehealth due to prevalence of that method of service delivery since the Public Health Emergency. It is very important that CCS participants know that both the provider and the participant must agree for a service to be provided via telehealth. The informed consent does not cover informed consent for medications because the informed consent for various medications is very specific and completed by the prescriber.

Committee would like to spend more time looking at the Admission Agreement and Informed Consent document and discuss at next meeting.

Melodie mentioned that as a participant, it can be intimidating to reach out. How can we make it more accessible for participants to reach out to you (Julie)? Julie Meister encouraged the message to be that any participant can reach out to her. All participants receive Julie's contact information at enrollment.

6. Update on survey to Providers to assess next month availability (Jenna)
 - a. <https://providers.dcdhs.com/documents/pdf/ccs/CCS-Individual-Service-Availability.pdf>

Jenna Ramaker talked about having a lot of engagement with the agencies which has been helpful.

7. MHSIP administration (Annual Consumer Satisfaction Survey)
 - a. Administration: Surveys distributed to Service Facilitation agencies. Service Facilitators (or other staff) will personally give each participant their survey which includes a \$5 gift card. Survey comes with SASE for return to County for confidentiality purposes.
 - b. Surveys due back to Dane County in 6 weeks, 10/31/2023.
 - c. Goal is to improve response rate and ensure all eligible participants receive their gift cards (not inadvertently thrown away)

Jenna Ramaker stated that there were 2,037 CCS surveys administered this year, primarily via service facilitators.

8. Items for future meetings:
 - a. Outcomes, proposed additions to CSDS data collection
 - b. Telehealth Policy

New topics suggested by committee:

-Data regarding discharged participants re-enrolling back into CCS

-Admission Agreement and Informed Consent

-Interpreter/translation service for providers

a. Language access

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

11/15/23, 12:00-1:30pm

Zoom Virtual Meeting