



## Dane County Department of Human Services Behavioral Health Division

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Interim Dane County Executive – Jamie Kuhn  
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### CCS Coordination Committee Minutes

Zoom Virtual Meeting

September 18, 2024

12:00-1:30 p.m.

Present: Linda Aroonsavath, Melodie Berry, Michelle Danielson, Kimberly Disch-French, Colleen Dunahee, Amber Hofmaster, Corri Kohn, Veronica McMurray, Chloe Moore, Jamie Mulry, Tracey Scherr, Vanessa Statam, Julie Meister (Chair)

Absent (Members): Matt Julian, Tyson Rittenmeyer

Present (Non-Members): Jenna Ramaker, Mary Ambrosavage

1. Public comment time (5 min/speaker max. up to 15 minutes total allocation)  
**No public comments.**
2. Comments about, or corrections to, 7/17/2024 minutes.
  - a. Approval of minutes  
**Minutes reviewed and approved from last meeting.**
3. Special thanks to Veronica McMurray for 4 years of service on the CCS Coordination Committee!  
**Julie introduced new committee member, Jamie Mulry, Associate Director for NAMI-Dane County.**
4. Progress update (as of 9/12/2024)
  - a. CCS enrollment update: 2,464 total participants
    - i. Adults = 1,779 (up 15)
    - ii. Youth = 685 (up 11)
    - iii. Discharges
      - 2021 average discharges: 26/month
      - 2022 average discharges: 36/month
      - 2023 average discharges: 40/month
      - 2024 average discharges: Q1=44/month, Q2=46/month

Total enrollments this period = 130
Total discharges this period = 104
<b>Net change in enrollment = +26</b>

**Julie reviewed CCS numbers and provided a handout detailing CCS statistics for committee members interested in knowing how the numbers further break down.**

5. CCS Brochure Sub-Committee Update (Michelle)  
**Michelle reported that the sub-committee has met a few times. Their goal is to streamline the existing brochure and make it easily digestible. They will utilize images for interest and warmth, and to demonstrate how the program works. Michelle showed the original art she is creating for the brochure.**

6. CCS Consumer Satisfaction Survey (Jenna)
  - a. Surveys distributed to service facilitators 9/16-9/17
    1. Increased timeframe for completion.
      - a. Accept results through end of December
    2. Increased communication to SFs in advance
      - a. SD Meeting (July & August).
      - b. Letter to SFs with surveys at distribution
  - b. Results expected to be presented at March 2025 meeting

**Jenna reported on the status of the consumer satisfaction survey. Between CCS and another program, 4500 surveys were handed out earlier this week. Participants were asked to respond within two weeks, but surveys will be accepted until December. Jenna thinks they will test out an electronic version of the survey next year, but will continue to have a paper option available. After Jenna presents the results of the survey in March, the Coordination Committee will be responsible for developing the 2025 Quality Improvement Plan.**

7. CCS Plan Update (Julie)
  - a. CCS Plan can be found [here](#):
    - i. <https://providers.dcdhs.com/documents/pdf/ccs/CCS-Plan.pdf>

**Julie reviewed sections of the CCS Plan which need to be revised or updated. Committee members can review those sections and either email Julie or share their feedback in the next meeting, and she will include that in her changes.**

8. Items for future meetings:
  - a. CCS Plan update (September/November)
  - b. Brochure update proposals

**Julie will add *Consumer Satisfaction Survey* results to the March meeting agenda**

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.

**Meeting adjourned.**

**Next Meeting**  
**11/20/24**  
**12:00-1:30pm**  
**Zoom Virtual Meeting**