



Dane County Department of Human Services Behavioral Health Division

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CCS Coordination Committee Minutes

Zoom Virtual Meeting

November 19, 2025

12:00-1:30 p.m.

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

None

2. Review 9/17/25 minutes. Comments, corrections, and approval.

Minutes approved.

3. Enrollment update (as of 11/16/2025)

- a. 2,774 total participants
 - i. Adults = 2,012 (up 49)
 - ii. Youth = 762 (up 29)

Total enrollments this period = 184 Total discharges this period = 106 Net change in enrollment = +78
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4. 2026 Budget Update (CCS)

- a. Adding Program Specialist: Client Rights Specialist & Provider Network
- b. Adding 1.0 FTE Intake Supervisor
- c. Adding 1.0 FTE Behavioral Health Lead

Julie shared that, despite a tight budget, two new positions were added to the CCS intake unit. The additions were based on recommendations from the Sequential Intercept Model Mapping Report for Dane County (SIM Report) that was shared by the County Executive in October 2025. The SIM Report identified wait times to enroll in CCS as a potential barrier to individuals returning to the community from jail or prison settings. CCS supervisors had reached their maximum supervisee allocation and adding an additional supervisor was necessary to add additional CCS Intake staff.

5. Increase access to CCS Intake staff

- a. Update to CCS phone coverage
 - i. 7:45 a.m. to 4:30 p.m. Monday through Friday
- b. Added CCS email address to website

Julie shared updates on communication improvements within the CCS intake unit. Starting December 1, the CCS referral line will be answered between 7:45am-4:30pm, coinciding with the hours of Dane County Human Services buildings. In early 2026, a new phone system will be implemented in the CCS unit which will allow callers to wait on hold instead of being forced to leave a voicemail if staff aren't able to immediately answer the phone. The goal is to ensure more calls are answered directly by a worker, reducing potential

missed connections due to voicemails and callbacks. Additionally, the CCS email address has been added to the website to allow another means for the community to connect with the CCS unit. Committee members suggested that the auto-response for the CCS email be reviewed to ensure it provides clear guidance and connects individuals with appropriate resources while they are awaiting a response from staff.

6. CCS Contracting Update (2026-2027)

- a. Agencies not contracting

Approximately 95% of the agencies currently contracted with Dane County CCS are re-contracting for 2026. Among those not re-contracting, most are small agencies that were only seeing a few clients.

7. Client Rights Changes

- a. Agencies required to have Client Rights Specialist
b. Updated policy to come
c. New online grievance form submission option (Jenna)

Julie provided updates to the Client Rights practices in CCS. All Dane County CCS agencies are now required to have a Client Rights Specialist, with the exception of private practitioners who work alone. The Client Rights and Grievance Procedure policy will be updated in 2026 to align with the new expectations.

8. 2025 MHSIP Satisfaction Survey Update (Jenna)

Jenna reviewed progress on 2025 MHSIP Satisfaction Survey. We have received over 700 completed surveys for CCS, representing a 30% response rate. We will be accepting surveys until December 15.

9. Service Facilitation guidelines discussion (remote SF)

The committee discussed how remote Service Facilitators (SFs) impact the quality of care for participants. While members acknowledged several benefits of virtual appointments, they emphasized the importance of offering in-person access when requested. The group expressed a preference that all SFs be geographically proximal to Dane County so they remain accessible, knowledgeable about local resources, and able to provide in-person assistance to CCS participants when needed. The committee agreed that SFs should not operate exclusively in a remote capacity.

Julie noted that the original Minimum Standards Policy was created to establish foundational guidelines during the early stages of CCS, particularly to support smaller agencies in getting started. Given the growth in the number of SF agencies, she asked the group whether it's time to revisit the policy and consider adding updated standards for SF agencies. She will draft an updated policy for the group to review.

10. Items for future meetings:

- a. Update to Client Rights and Grievance Procedure Policy
b. 2025 MHSIP Results (March)

11. 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

1/21/26, 12:00-1:30pm

Zoom Virtual Meeting