



## Dane County Department of Human Services Behavioral Health Division

---

Director – John Schlueter  
Division Administrator – Todd Campbell

1202 Northport Drive, Madison, WI 53704-2092  
PHONE: (608) 242-6200 FAX: (608) 242-6294

### CCS Coordination Committee Minutes

Zoom Virtual Meeting

January 21, 2026

12:00-1:30 p.m.

Present: Linda Aroonsavath, Melodie Berry, Kimberly Disch-French, Colleen Dunahee, Amber Hofmaster, Matt Julian, Corri Kohn, Chloe Moore, Tyson Rittenmeyer, Julie Meister (chair)

Absent: Jamie Mulry, Vanessa Statam

Present (non-members): Jenna Ramaker

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

***None.***

2. Review 11/19/25 minutes. Comments, corrections, and approval.

***Minutes approved.***

3. Enrollment update (as of 1/19/26)
  - a. 2,815 total participants
    - i. Adults = 2,048 (up 36)
    - ii. Youth = 767 (up 5)

Total enrollments this period = 140 Total discharges this period = 99 <b>Net change in enrollment = +41</b>
---

***No comments.***

4. Hiring Update (CCS)
  - a. Freeze Appeals submitted for vacant Social Worker, Intake Supervisor, and Behavioral Health Lead
  - b. Approval could take up to 16 weeks.

***Julie shared the timeline outlined in policy and potential impacts on the CCS program.***

5. New CCS Phone system launching on February 2<sup>nd</sup>
  - a. Allows callers to wait on hold during business hours to be able to speak to Intake Worker in real time or, if preferred, leave a voicemail message.
  - b. Business Hours = 7:45 a.m. to 4:30 p.m. Monday through Friday

***Julie shared this change is expected to improve ability to reach intake workers and connect callers with staff at the moment they're ready to engage.***

6. 2025 MHSIP Satisfaction Survey Update (Jenna)
  - a. Final response rate
  - b. 2025 Data: QR code vs. paper survey
    - i. Better promotion of QR code for 2026

***Jenna discussed 2025 administration of MHSIP and purpose of MHSIP. 37% response rate for 2025, the highest response rate since CCS program began in Dane County. Response rates improved for all demographics, including individuals experiencing homelessness (33%). Main struggle is obtaining responses from recently disenrolled individuals (9%). 20% of respondents used QR code and 80% used postal mail. 45% of respondents left comments on the survey (same for QR code and postal mail). Committee discussed alternate ways of administering survey to try to obtain more responses from recently disenrolled participants, such as rolling survey administration. Will further brainstorm how to improve survey responses from disenrolled participants at March meeting.***

7. Service Facilitation guidelines discussion (remote SF)
  - a. Review, discussion, edits, approval.

***Julie shared the proposed language for Minimum Standards policy update. The committee concurred that all service facilitators should be available to provide in-person services. Committee emphasized ensuring participants are aware of policies and rights. Julie confirmed all policies are posted on the program website. Additionally, the Annual Admissions Agreement (re-signed each year) includes processes for reaching out when policies are not being followed, as well as direct contact information to reach Julie. The committee suggested some changes to the wording and approved the updated Minimum Standards policy with the committee changes incorporated.***

8. Data Review:
  - a. 6-month Consumer Status
  - b. CCS Participant Discharge Reason

***Julie presented program data. The committee requested additional analysis for a future meeting on reasons for discharge (e.g., disengagement, lost contact) relative to monthly Service Facilitator (SF) contact hours—ideally for the six months prior to discharge, or at minimum the month immediately prior. A provider member also asked for guidance and/or data on whether specific levels of SF contact improve engagement versus being above what is necessary and suggest that be shared with Service Directors.***

9. Items for future meetings:
  - a. Update to Client Rights and Grievance Procedure Policy
  - b. 2025 MHSIP Results presentation (March)

10. 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**  
**3/18/26, 12:00-1:30pm**  
**Zoom Virtual Meeting**