



Dane County Department of Human Services Division of Adult Community Services

Dane County Executive – Joe Parisi
Director – Shawn Tessmann
Division Administrator – Todd Campbell

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CCS Coordination Committee Minutes

Zoom Virtual Meeting (Due to COVID-19 precautions)

November 17, 2021

12:00-1:30 p.m.

Present: Teri Barman, Andi Galka, Michelle Hicks, Veronica McMurray, Kristi Nelson, Rick Petzke, Margaret Rubio, Brittany Staskal, Heidi Stringer, Mai Zong Vue, Julie Meister (chair)

Absent: Laura Abilene, Nikyra McCann, Khar'a Moore, Mary Rauwolf,

Present (Non-Members): Holly Rasmussen, Erin Rodell, Niki Sustr, Jenna Ramaker, Jessica Gilbert

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
 - ***Introduction to newest member Kristi Nelson: Madison Metropolitan School District***
 - ***Rick Petzke: I am starting a job at Hy-Vee, I will no longer attend the CCS Committee meetings***
2. Comments about, or corrections to 9/15/2021 minutes.
 - a. Approval of minutes
 - i. ***All in favor to approve, 9/15/21 minutes approved.***
3. Dane County CCS QA team presentation (CCS QA Team)
 - a. ***Team Members:***
 - i. ***Erin Rodell & Sydney Kamp, CCS QA Specialists***
 - ii. ***Holly Rasmussen, CCS Administrative Assistant***
 - iii. ***Jessica Gilbert: CCS Service Director***
 - b. ***CCS Service Director Roles:***
 - i. ***Training & Support***
 - ii. ***Monthly meeting with service facilitation agencies to keep apprised of expectations***
 - iii. ***Review where agencies are at with meeting expectations***
 - iv. ***Frequent review of reports available to track CCS services and outcomes***
 - v. ***Ensure staff are qualified/trained***
 - vi. ***Ensure staff are following DHS 36 and ForwardHealth guidelines***
 - vii. ***Following DCDHS policies***
 - c. ***Quality Assurance Specialists Roles:***
 - i. ***Monitor agency Medicaid claims***
 - ii. ***Prepare bi-monthly CCS agency reports regarding feedback on progress notes, plans, assessments***

- iii. ***Collaborate on projects with other CCS QA team members***
 - iv. ***Provide technical assistance with the Module***
 - d. ***Administrative Assistant Roles:***
 - i. ***Audit core CCS documentation***
 - ii. ***Track receipts of the completion of the client documents to ensure compliance with DHS 36***
 - iii. ***Process records requests***
 - iv. ***Customer service support and answer questions for CCS providers***
4. Progress update (as of 11/15/21)
- a. CCS enrollment update 1885 total participants enrolled, (up 87 since 9/9/2021)
 - i. Adults = 1461 (up 83)
 - ii. Youth = 424 (up 4)
 - iii. Discharges = 895 total since program began in 2015 (up 76 since 9/9/21)
 - Average discharges = 17/month in 2019, 16/month in 2020, 17/month in Q1 of 2021, 21/month in Q2 of 2021, 35/month in Q3 of 2021
 - b. Dane County CCS personnel update
 - i. Bilingual Spanish Case Manager Recruitment closed and yielded zero qualified applicants. Position is reposted. 1 year MH experience required.
5. Updated policy review and approval: Conduct
- a. ***Update to #15 of Conduct Policy. Issue when staff at existing agencies start a new agency or leave to go to another agency--the consumer(s) are sometimes put in the middle of deciding on what to do.***
 - b. ***Feedback from Coordination Committee on the proposed change to #15 of the Conduct Policy:***
 - i. ***Teri Barman: Takes the burden off the consumer. Way it is stated is perfect.***
 - ii. ***Heidi Stringer: I am in full support of this change.***
 - iii. ***Brittany Staskal: Proposal and way it is written is necessary for participants.***
 - iv. ***Teri: Do you foresee push back from providers on this?***
 - v. ***Julie: Yes and No, different providers have been on different ends of this issue. When staff are leaving an agency it is an emotional time for everyone. I didn't want CCS participants to be put in the middle of that and wanted expectations to be clear for everyone.***
 - vi. ***Andi Galka: We have had situations like this, providers want to do their own thing and then it is put on the consumer. The wording in this policy is great.***
 - vii. ***Mai Zong Vue: This gives room for the client to have time to get to know the new staff. This is a way of keeping the tension down.***
 - viii. ***Veronica McMurray: Consumers can breathe easier.***
 - c. ***All voted in favor to approve the Conduct Policy changes.***
6. Wait time for services—review survey results (Jenna)
- a. ***Survey goal- Ascertain the availability of various CCS services, in order to continue to meet participant demand for CCS services, vis SurveyMonkey***

b. Estimated wait time for new participants:

i. Choices:

- 1. Immediate Openings**
- 2. 1-2 weeks**
- 3. 3-4 weeks**
- 4. 2 months**
- 5. 3-4 month**
- 6. 5-6 months**
- 7. 6+ months**

ii. Service types of interest:

1. Array Services

- a. All array services have some immediate openings with the exception of SAT-Day Treatment**
- b. Prescriber Services and Medication Assisted Treatment have the most significant capacity issues, 45% and 56% of providers respectively can see individuals in one month or less**

2. Service Facilitation Agencies

- a. 29 out of 85 agencies (34%) provided SF**
- b. 47% of SF agencies had immediate openings**
- c. 93% < 1 month**

iii. Barriers to reducing wait times:

- 1. Staff shortages and difficulty filling open positions**
- 2. High demand for CCS services**

7. CCS Provider Directory review and feedback

a. Information included:

- i. Services provided, ages served, service location/phone number/fax/website, service limitations, languages, and service description**
 - **Rick: Well-written, clear and easy-to-read. Should we have something about wait list time?**
 - **Julie: Wait time can change very quickly (i.e. staff turnover), may lead to inaccuracies**
 - **Veronica: I like it because it is organized.**
 - **Teri: Can we sort by youth vs. adult? The large list can be overwhelming.**

8. Items for January and future meetings:

a. Review Annual Consumer Satisfaction Survey results

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

1/19/22, 12:00-1:30pm

Zoom Virtual Meeting (due to COVID-19 precautions)