



## Dane County Department of Human Services Division of Adult Community Services

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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)

March 16, 2022  
12:00-1:30 p.m.

Present: Laura Abilene, Teri Ann Barman, Michelle Hicks, Nikyra McCann, Veronica McMurray, Margaret Rubio, Heidi Stringer, Mai Zong Vue, Julie Meister (chair)

Present (Non-Members): Jenna Ramaker, Niki Sustr

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
  - a. **None**
2. Comments about, or corrections to 1/19/2022 minutes.
  - a. Approval of minutes **All in favor, minutes approved.**
3. Progress update (as of 3/15/22)
  - a. CCS enrollment update 2,006 total participants enrolled (up 54 since 1/18/2022)
    - i. Adults = 1540 (up 37)
    - ii. Youth = 466 (up 17)
    - iii. Discharges = 1100 total since program began in 2015 (up 65 since 1/18/22)
      - 2021 average discharges: 26 discharges/month
  - b. Dane County CCS personnel update
    - i. Bilingual Spanish Case Manager: Continuing to recruit.
    - ii. 2 Social Worker (Intake Worker): interviews completed
    - iii. 1 QA Specialist – interviews in process
    - iv. 1 Social Work Supervisor – interviews in process
4. CCS Quality Improvement Plan: Goal setting for 2022
  - **Briefly reviewed goals #1-#6 which were updated in the January meeting.**
    - **Suggestion from Committee for County staff (CCS Administrator) to periodically attend staff meetings at service facilitation agencies to obtain additional, less formal, program feedback. Committee decided to add “CCS providers” to Issue #1 and add additional activity that involves CCS Administrator attending listening sessions with each of**

*the service facilitation agencies to hear directly from CCS staff regarding areas for improvement and any barriers experienced.*

- **#7: Goal is to ensure that CCS services are inclusive, accessible and equitable. Discussion regarding CCS participants that prefer to receive services in languages other than English and participants that have specific other differences that could lead to discrimination. Decision to add two activities in this area:**

- **Develop survey and administer to agencies in CCS Provider Network to assess services to individuals requiring interpreters and/or accommodations for other challenges (disability, technology, etc.) to understand what barriers/challenges agencies are experiencing and perceived ways to alleviate barriers.**
- **Review demographic data currently collected for CCS participants with Committee to determine if additional data points would be beneficial to assess extent to which this goal is met.**

- **#8: Discharge data has been presented to the Committee and there have not been any unusual patterns since that time. Would the committee like to retain this goal?**

*All in favor to remove goal #8. Committee can revisit discharge data at any time. Reason for discharge will continue to be tracked as it is required by the State.*

- **Added Issue #9: The Dane County CCS program's lowest scores on the annual consumer satisfaction surveys are in the area of Outcomes.**
  - **Goal: Improve outcomes of CCS program.**
  - **Activity: Dane County will develop a plan to measure and improve outcomes.**
  - **Responsibility: CCS QA team, CCS Administrator, CCS Analyst**
  - **Timelines: May-December 2022**

5. Outcomes brainstorming (this is where we scored lowest on the satisfaction survey)

- a. **Julie Meister- Our QA supervisor wanted to ask what we are doing about outcomes, how are we working on improving these outcomes? We could bring you all of our ideas to brainstorm so we can develop a plan.**
- b. **These are the questions that are asked on the survey:**
  - i. **I deal more effectively with daily problems**
  - ii. **I am better able to control my life**
  - iii. **I am better able to deal with crisis**
  - iv. **I am getting along better with my family**
  - v. **I do better in social situations**
  - vi. **I do better in school and/or work**
  - vii. **My housing situation has improved**

- viii. *My symptoms are not bothering me as much*
  - c. *Jenna Ramaker- The best we do as far as following individuals over time is our consumer status data forms, and that data is collected every 6 months. Data points collected on that form include: employment status, living situation, interaction with the criminal justice system.*
  - d. *Julie Meister- We will continue to have this on our radar, maybe there are 1-2 questions we could add to the consumer satisfaction survey that will get at what we feel would be measuring outcomes.*
6. Items for May and future meetings:  
*Review and approve QI Plan*  
*Discuss best way to conduct CCS Coordination Committee meeting: in-person/virtual*
7. 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**

**5/18/22, 12:00-1:30pm**

**Zoom Virtual Meeting (due to COVID-19 precautions)**