



Dane County Department of Human Services Behavioral Health Division

Dane County Executive – Joe Parisi
Interim Director – Astra Iheukumere
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

March 15, 2023

12:00-1:30 p.m.

Present: Laura Abilene, Teri Barman, Kimberly Disch-French, Corri Kohn, Amy Laughnan, Nikyra McCann, Veronica McMurray, Vanessa Statam, Heidi Stringer, Mai Zong Vue, Julie Meister (Chair)

Absent: Michelle Hicks, Kristi Nelson, Mary Rauwolf, Margaret Rubio, Nichole Wright

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

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

No public comment.

2. Comments about, or corrections to, 1/18/2023 minutes.

- a. Approval of minutes

All in favor, minutes approved.

3. Thank you to Teri Barman, this is Teri's last meeting. She has served a full four years on the CCS Coordination Committee.

Thank you Teri! We have a lot of gratitude for your contributions.

4. Progress update (as of 3/14/2023)

- a. CCS enrollment update 2,165 total participants enrolled (up 56 since 1/16/2023)

- i. Adults = 1666 (up 35)

- ii. Youth = 499 (up 21)

- iii. Discharges = 1551 total since program began in 2015

- 2021 average discharges: 26/month
- 2022 average discharges: 36/month

- b. Statistics attached: gender, age, race, ethnicity, discharge reason

Total enrollments this period = 123
Total discharges this period = 67
Net change in enrollment = +56

- c. Dane County CCS personnel update
 - i. Current vacancies
 - 1. 5 vacant Intake Worker positions:
 - a. 2 social worker (posting closes on Friday)
 - b. 4 case manager positions new to 2023 budget

Mai Zong asked if the rate of intakes has continued to be steady, are there more or less people coming in? Julie reported that enrollments have been steady in recent months. The biggest challenge across the network involves service facilitation agencies hiring and maintaining sufficient staff. This has slowed new enrollments a bit; however, there have been many new service facilitators that were credentialed in the last few weeks. Currently we are enrolling an average of about 50 people per month into the CCS program.

- 5. Conduct Policy revision
 - a. Review and approval

Julie provided the proposed changes to the committee. Those additions/changes are:

- CCS service providers shall notify the CCS Provider Network Coordinator and the CCS Administrator if they become aware of any alleged act, omission or course of conduct described in DHS 13 as client abuse or neglect or misappropriation of client property committed by any CCS service provider.

-CCS Administrator will report to the Wisconsin Department of Human Services and/or the Department of Safety and Professional Services, in the manner specified by DHS 13.05, any instances of alleged caregiver misconduct within 7 days of knowledge of the event.

Mai Zong asked if Julie could give some background on what prompted some of these additional changes and asked whether agencies should be reporting it to Dane County and to the State level. Julie said that agencies are reminded that if they are a DHS 35 or 75 clinic that they have an obligation to follow the same requirements. There have been instances of provider misconduct that we had to report within Dane County CCS. There was an instance in which staff did not fully understand the importance of reporting alleged events.

All in favor to the changes/additions added.

- 6. Proposed Orientation & Training update
 - a. Required training for all staff
 - b. Add Suicide Risk Assessment (C-SSRS) training
 - c. Review and approve

Julie- It was mentioned at the most recent Service Director meeting that CCS staff could use additional training on suicide assessment. Dane County's Service Director and Julie explored options for adding training on suicide assessment and the best way to ensure that all new CCS staff receive training on suicide assessment moving forward. In late 2021, Dane County CCS launched use of the C-SSRS as the recommended suicide screening tool in the CCS program and hosted free trainings on this instrument for all CCS providers. Since that time, a brief overview of the C-SSRS has been included in two of the three trainings offered to CCS providers by Dane County. Proposal is to add a more in-depth C-SSRS training to the Dane County CCS Orientation Training requirements that are required of all staff. This would increase the knowledge of CCS providers regarding how and when to utilize the C-SSRS and also establish a mechanism for ongoing training of all staff on use of the instrument. The C-SSRS training that is being recommended is web-based and offers a quiz to measure understanding and a certificate.

Mai Zong- Is it required to pass the quiz to get credit? Mai Zong noted that one of the bilingual staff at her agency was having a hard time passing one of the components of Orientation Training that involved a quiz. Mai Zong expressed concern that if passing the quiz is required, it could be a barrier for bilingual staff for whom English is not their first language to becoming a CCS provider. Julie said the training is informational with a quiz at the end that gauges staff learning. Julie suggested that she and Mai Zong meet to discuss challenges staff are experiencing and brainstorm solutions. The goal off adding the additional training is to increase staff understanding of suicide risk assessment and not create a barrier that limits who can become a CCS provider. Julie and Mai Zong will meet to discuss before the May meeting.

****We will defer voting on this topic until our next meeting in May**

7. Survey: Bilingual Services & Accommodations (Jenna)
 - a. QI Plan goal
 - b. Review of proposed questions from previous meeting
 - c. Approval & Timeline for administration

Reviewed proposed questions with committee. Jenna asked the committee if we should add another question regarding how they consider outreach to new participants. Jenna will email the updated survey out once completed.

Laura mentioned that she thought the survey is comprehensive and allows for a lot of comments. She asked, what percentage of participation on this provider survey are you anticipating? Jenna reported that when providers are surveyed, there is typically a high response rate—as high as 90%. Laura

inquired about data points specifically with other disabilities. Would it be helpful to identify other disabilities like intellectual psychosocial or even sensory?

Mai Zong asked if there is anything in survey about agencies needing to educate the community about CCS? Also, recommended general comment box.

Jenna will revise and administer survey.

8. CCS Provider Network data (Jenna)
 - a. Number service facilitation staff over time
 - b. Race/ethnicity of CCS service providers
 - c. Survey Draft- for Provider Agencies

Reviewed data with Committee.

9. 2022 MHSIP Consumer Satisfaction Survey results (Jenna)

Reviewed the results from the 2022 survey with the committee. The methods were sent out last October to participants.

10. Items for future meetings:
 - a. Update QI Plan (May)
 - i. QI Plan is attached for your review prior to next meeting. We will utilize May meeting to talk about our QI goals and update the QI plan.
 - b. Bilingual Services Survey report out (May/July)
 - c. Review Outcomes brainstorming from County staff (July)
 - d. State changes to race/ethnicity reporting (July)

Review Orientation Training Checklist. (May)

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
5/17/23, 12:00-1:30pm
Zoom Virtual Meeting**