



## Dane County Department of Human Services Behavioral Health Division

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### CCS Coordination Committee Minutes

Zoom Virtual Meeting  
May 15, 2024  
12:00-1:30 p.m.

Present (Members): Linda Aroonsavath, Melodie Berry, Michelle Danielson, Kimberly Disch-French, Amber Hofmaster, Corri Kohn, Veronica McMurray, Chloe Moore, Tracey Scherr, Vanessa Statam, Julie Meister (Chair)

Absent (Members): Colleen Dunahee, Matt Julian, Nikyra McCann, Tyson Rittenmeyer

Present (Non-Members): Geralyn Vaval, Jenna Ramaker, Nicole Moll, Niki Sustr

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

***Guests today, no public comment: Geralyn Vaval, Nicole Moll***

2. Comments about, or corrections to, 3/20/2024 minutes.

- a. Approval of minutes

***All in favor, minutes approved***

3. Welcome to new CCS Coordination Committee members.

***No new members***

4. Progress update (as of 5/8/2024)

- a. CCS enrollment update: 2,382 total participants
  - i. Adults = 1731 (down 8)
  - ii. Youth = 651 (up 28)
  - iii. Discharges

- 2021 average discharges: 26/month
- 2022 average discharges: 36/month
- 2023 average discharges: 40/month
- 2024 Q1 average discharges: 44/month

Total enrollments this period = 124 Total discharges this period = 103 <b>Net change in enrollment = +21</b>
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5. CCS brochure re-design sub-committee

**Goal is to have completed for the 10<sup>th</sup> anniversary of Dane County CCS in July 2025. Re-design committee volunteers: Michelle, Corri, Melodie, Kimberly, Amber.**
6. Results of 2023 Consumer Satisfaction Survey (Jenna)

**This is a survey tool that is used across different behavioral health programs; it is intended to capture someone's overall experience in the CCS program.**

  - a. Telehealth

**A quarter of participants were using in-person services only within the past 12 months, 11% used only telehealth and the majority used both. Results have not changed year-to-year. Propose omitting questions for next year.**
  - b. Prescribing Services

**Access to prescribers has improved significantly in CCS. Process for informing service facilitators of available prescribing services. Continue to request variances to add APNPs to prescribe in CCS as well.**
  - c. Equitable Access

**Access to services was rated very positively by CCS participants and did not differ by race/ethnicity. However, there were disparities in who enrolled in CCS, with those who identify as Hispanic being under-represented in the CCS program.**
  - d. CCS Values

**Many values central to CCS, such as respect for participant choice, voice, and values were captured in the Quality/Culture domain of the survey. This was one of the highest scoring domains on the survey with 96% of participants reporting a positive experience in this domain.**
  - e. Social Connection

**Captures participants having natural supports in place to help them with their recovery. Generally the lowest scoring, however a couple service facilitation programs scored very high in this area.**
7. 2024 QI Plan
  - a. Review and edit 2023 QI plan for 2024, first review of #6-#9

**Reviewed #6-#9. Final approval next month.**
  - b. Goals for quality improvement during the coming year

**We would like to see if the youth experience is different from the adult experience in CCS. Propose ensuring questions asked are the same on both surveys.**
8. Administration of CCS Consumer Satisfaction Survey for 2024.
  - a. Recommend maintain overall administration strategy via service facilitators like last year.
    - i. Increase timeframe for administration.
    - ii. Increase communication to SFs in advance.

9. Items for future meetings:

- a. QI Plan update (May)
- b. CCS Plan update (July/September/November)
- c. Brochure update proposals

***(Add): Finalize plan for administration of CCS Consumer Satisfaction Surveys for 2024.***

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**

**7/17/24, 12:00-1:30pm**

**Zoom Virtual Meeting**