



JOE PARISI
DANE COUNTY EXECUTIVE

Dane County Department of Human Services
Division of Adult Community Services

Director – Shawn Tessmann
Division Administrator – Todd Campbell

CCS Coordination Committee Minutes

GoToMeeting (Due to COVID-19 precautions)

July 15, 2020

12:00-1:30 p.m.

Present: Laura Abilene, Susan Frank, Andi Galka, Gala Gardiner, Michelle Hicks, Wendy Johnson, Lucy Preysz, Mary Rauwolf, Margaret Rubio, Heidi Stringer, Mai Zong Vue, Julie Meister (Chair, non-voting)

Absent: Khar'a Moore, Teri Barman

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

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

Lucy Preysz is new to the committee, she works with NAMI Dane County as an Event Coordinator.

2. Comments about, or corrections to 5/20/20 minutes.

- a. Approval of minutes

Minutes Approved.

3. Progress update (as of 5/18/20)

- a. CCS enrollment update (1402, up 57 since 5/18/20)

- i. Adults = 1060 (up 50)

- ii. Youth = 342 (up 7)

- iii. Discharges = 617 total since program began in 2015 (32 since 4/1/20)

- Average discharges = 17 per month in 2019, 18 per month 2020 Q1

Since COVID Pandemic started mid-march, discharges have slowed down.

Many of the discharges are due to consumers moving closer to their families during the pandemic.

- b. DCDHS hiring update: Lead Social Worker

Julie received permission to post the CCS Lead Social Worker Position. This position will help train intake new workers and provide support to the supervisor and social workers.

4. Policy Update: Review and Approval

- a. Confidentiality, Security, and Privacy

Julie worked with the Dane County corporation counsel and HIPAA Privacy/Security Officers to update the Confidentiality, Security, and Privacy Policy. There are several

additions from the previous policy that take into account technology used in the course of CCS work—email, text, fax, printers, etc. Policy update was reviewed with CCS Coordination Committee. Dane County policy is to always presume in favor of confidentiality, consult with Julie if you have any questions.

****New Confidentiality, Security, and Privacy policy will be updated on the website and Brianna Vejvoda will let all staff know whenever there is a new policy on the website.**

Mai Zong Vue asked a question regarding the policy on support groups- the way COVID is going, there might be a need for people to have virtual support, if that does happen how do we have security insuring that services remain confidential?

Julie answered- Telehealth is allowed during pandemic, informed consent of participants is important due to privacy challenges. It is particularly difficult to safeguard confidentiality when it comes to virtually conducting groups with multiple CCS participants.

Laura Abilene asked how will this policy be disseminated to the CCS providers? Will there be training involved?

Julie- Updated CCS Policies are added to the Policy and Procedure Manual housed on the Dane County CCS website. Dane County staff meet once a month with the Service Directors of each service facilitation agency. This will be an agenda topic for review and discussion. In addition, updated policies are sent out via email to all CCS staff to make sure everyone has received a copy of the new policies. All releases of information should be filled out completely so the participant knows exactly what they are signing for.

Motion to approve the updated confidentiality, security and privacy policy. Policy approved.

5. Annual Consumer Satisfaction Survey (Jenna)

Surveys will go out October 2020, last year was sent out via postal mail with a \$5 gift card as an appreciation thank you. This year we plan to administer the survey via email for those participants that we have email address.

- a. Administered in October (~1250 eligible)
 - i. Via email: ~40%
 - ii. Postal mail: ~60%
- b. Code surveys to report on SF-level data? (code at SF or individual level)
 - **Option 1-Ask CCS participant to report SF agency?**
 - **Option 2- Track agency on the survey by individually tracking each survey recipient with a number, which is not purely anonymous**

- **Option 3- Each survey has a number 1-30 and each agency gets a number based on which SF agency is providing services on the date survey is being administered (or most recent SF if discharged).**

Mary mentioned how important it is to identify which agency is getting more negative/positive feedback. Committee selected Option 3.

- c. Ask language preference?

The Survey will ask each respondent's preferred language. If respondent selects "other than English" a space to indicate which language is preferred will be available.

- d. Proposed COVID questions **(at the end of the survey)**

Given the COVID pandemic, we want to know whether participants are still feel supported during this time? CCS Coordination Committee agreed that COVID-specific questions should be asked. Committee discussed importance of being succinct, asking the least number of questions to obtain information we are hoping to gather.

Proposed questions below:

- 1. Which best describes your child's enrollment in relation to the COVID pandemic, yes or no enrolled during the pandemic**
- 2. Check all the boxes for the ways you were able to connect with your CCS SF, via phone, video, telehealth, in person, etc.**
- 3. During the public health emergency, were there additional support and services provided during the COVID pandemic?**

Motion to approve changes to annual survey--Code to collect SF agency, language preference, COVID questions. Changes approved.

- 6. Dane County CCS Quality Assurance Practices (Heidi)

- Proposed Monitoring Plan: review, input, approval

Julie reviewed the proposed Dane County CCS Monitoring Plan;

#1- CCS Administrator/Service Director will attend all statewide/regional meetings that pertain to CCS to ensure Dane County CCS has up-to-date, accurate information regarding regulations, policy, upcoming changes, etc.

#2- The CCS Administrator will review the Consumer Satisfaction Surveys with the CCS Coordination Committee each year.

#3- The CCS Administrator will develop a quality improvement plan with CCS Coordination Committee and review/update this plan annually.

#4- CCS Administrator and Service Director will review procedures/policies no less frequently than every 2 years, and bring proposed policy updates/changes to CCS Coordination Committee for approval.

#5- CCS Administrator and Service Director will review the complaints addressed via the CCS Client Rights Specialist.

#6- CCS Administrator or Service Director will review discharge summaries before getting processed, to ensure compliance with DHS 36.

#7- Provider Network Coordinator will monitor compliance of all CCS personnel including background checks, orientation training, reporting supervision hours, and ongoing trainings.

#8- The CCS Service Director will provide informational meetings with CCS Service Directors no less frequently than once per quarter (currently happening 1x/month).

#9- CCS QA team will provide technical assistance to agencies as needed, maintain the centralized CCS participant record, review progress notes of services provided of excessive duration to ensure clinical necessity, and monitor service facilitation agency compliance with paperwork requirements in DHS 36.

Mai Zong Vue asked- What if a change is needed before 2 year review? How do people bring up suggested changes so that the next round it be implemented?

Julie answered that policy feedback can occur at any time. If policies need update prior to the 2-year review, this can happen and changes will be brought to the CCS Coordination Committee to be discussed and approved.

Motion to approve DC CCS Monitoring Plan. Plan Approved.

Heidi Stringer, the CCS Service Director, described to the Coordination Committee current practices of the CCS QA team. Reviewed documents that are provided to service facilitation agencies to track paperwork compliance of prescriptions, assessments, recovery plans, and meeting rosters. Ensure that each completed document has all required signatures and is fully completed. Discussed technical assistance provided to CCS Provider Agencies. Review samples of progress notes. Agencies are able to generate their own reports, agencies find this very helpful. Report to agencies on participants that have lost their MA insurance and might need assistance from their SF to get reconnected with MA.

Heidi and her QA Team make sure services are staying within their authorized time or authorizations are modified if clinically warranted. When we see low engagement with the SF and participant, we want to make sure we have a mindful conversation with the SFs regarding engagement strategies. We give supervisors statistics on how long it takes each CCS agency to get their notes entered into the system, best practice is within 2 days. Reports are provided to service facilitators weekly so they can monitor to ensure that all providers are staying within their service authorizations. The report also gives the SF an opportunity to look at what documents that need to be turned in still.

All documents must be sent to Dane County for inclusion in the centralized CCS record. Dane County QA staff review documents for accuracy and chart receipt and status of documents to allow for accurate reporting to service facilitators. CCS has two QA specialists to help Heidi monitor program quality metrics.

Laura mentioned that these reports enable agencies to take action right away, the consultative approach really brings everything together.

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

9/16/20, 12:00-1:30pm

Madison Central Library, 1st Floor Conference Room (Hopefully)

or

GoToMeeting (if needed due to COVID-19 precautions)