



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

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Dane County Executive – Joe Parisi  
Director – Shawn Tessmann  
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### CCS Coordination Committee Minutes

Zoom Virtual Meeting (Due to COVID-19 precautions)

July 21, 2021  
12:00-1:30 p.m.

Present: Laura Abilene, Teri Barman, Andi Galka, Nikyra McCann, Veronica McMurray, Khar'a Moore, Rick Petzke, Mary Rauwolf, Margarita Rubio, Heidi Stringer, Julie Meister (chair)

Absent: Michelle Hicks, Brittany Staskal, Mai Zong Vue

Present (Non-Members)- Niki Sustr

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

- **Rick: MTM transportation: A lot of Yahara House members are having problems with the MTM transportation services. My problem with MTM is I use the reimbursement for mileage and they disconnected my online ability to schedule and I have called numerous times and always get put on hold forever. It has been a year and half since I have used the MTM services. Often times, they don't show up at the time of pickup or at the Yahara House to take them home. Can this committee or County do something to make MTM better than what they are currently doing?**
  - **Laura: I utilize MTM as a resource for reimbursing medical mileage for transportation, I am backlogged for more than a year. When you can't get ahold of people or submit forms. Trying to creative, I wonder if we could look at Dane County time bank that there were a lot of people volunteering their time for transportation needs. This could be another option if MTM is not picking you up.**
  - **Andi: Is there a County feedback place to go to if they are looking for other providers that offer the same services?**
    - **Julie: MTM is a State-wide Medicaid contract, it goes beyond Dane County. I will reach out to the State and express that these concerns came up during our meeting and find out when the contract ends.**
    - **Laura: working with a CCS provider, my SF has been helping me keep up with the MTM forms. You can get the forms to start an appeal with the times/dates, it is a process but you are able to submit a form.**
- **Poll was taken asking, "How do you prefer CCS Coordination Committee meetings to be held in the future?"**
  - **40% In-Person: Meet at Madison Central Library**
  - **60% Virtual: Continue to use Zoom**

*Mary- I live far away from the Madison Central Library, Zoom has been convenient for me  
Rick- Would it be in person be at the library or at the DCDHS on the Northside?*

*Julie: We could do either the Central Library, another Library, or a Dane County building. The next meeting in September will still be held Virtual via Zoom.*

2. Comments about, or corrections to 5/19/2021 minutes.
  - a. Approval of minutes
    - i. **All in favor, minutes approved**
  
3. Progress update (as of 7/13/21)
  - a. CCS enrollment update 1768 total participants enrolled, (up 52 since 5/17/2021)
    - i. Adults = 1355 (up 35)
    - ii. Youth = 413 (up 17)
    - iii. Discharges = 821 total since program began in 2015
      - Average discharges = 17/month in 2019, 16/month in 2020, 17/month in Q1 of 2021
  - b. Dane County CCS personnel update
    - i. Current recruitments (external postings):
      1. 1.0 FTE Social Worker (new 2021 budget), closes 7/23/21 (extended)
      2. 1.0 FTE Bilingual Hmong Social Worker, closes 7/23/21 (extended)
      3. Reclassifying Bilingual Spanish Social Worker to Bilingual Spanish Case Manager (no update on timeline)
  - c. Reduced intakes due to difficulty hiring for bilingual positions. Hope to increase intakes once new staff are onboard.
  
4. Division of Quality Assurance (DQA) CCS recertification site visit on **June 14, 2021**
  - a. Full 2-year certification with no citations
  - b. State reviewed 10 personnel records and 8 CCS participant records
  - c. Emphasized importance of good documentation surrounding informed consent—both telehealth consent and informed consent for medications.
  
  - d. Complimented the Dane County CCS Provider Network Coordinator for doing an excellent job. (Brianna Vejvoda)
  
5. Updated policy review and approval: Recovery Team Development and Facilitation
  - a. **Wording updated to gender-inclusive language**
  - b. **Item #8:**
    - i. **Andi: as a MH professional, this is great! I wouldn't add anything at the top of my head. The language as worded is great, it isn't a permanent statement.**
    - ii. **Mary: as a Peer Specialist, boundaries are always good, to have things in writing helps when you're providing services.**
    - iii. **Rick: I am concerned with letter C; I have an outside SF. I am listed as an array service at Yahara House.**
    - iv. **Heidi Stringer: how do we measure and be mindful of someone that doesn't provide direct services?**
      1. **Julie: Saff shortages are difficult to keep track of.**
      2. **Laura: Why are they having to do dual roles as a MH professional and CCS SF? Are we looking more into that?**
        - a. **Julie: the biggest conflict is in the realm of Psychotherapy and Diagnostic Evaluation. We don't want that boundary to be crossed.**
    - v. **Move to approve—all approved updated policy.**

6. Wait time for services—survey.
  - a. ***We would like to measure wait time to get into various services in CCS. Sample questions reviewed. Feedback on types of questions to send to agencies? These will be sent out as an email survey.***
    - i. ***Julie- each agency list their agency and indicate if they offer certain services/array services within their service?***
      1. ***Heidi: the waitlists for skill development can be very high, 6 month-1 year and one agency has closed their waitlist. I wonder if the ability to provide telehealth vs. in person impacts the waitlist.***
      2. ***Mary: substance use disorder, are you separating their psychiatric providers with provide meds and other prescriber medications? Gather MAT info separately.***
      3. ***Laura: it may be helpful to separate peer specialists and parent peer specialist.***
      4. ***Julie: should we give people pre-determined time wait?***
        - a. ***Margarita: be more open-ended***
        - b. ***Rick: ask in both ways, it may vary depending on each agency.***
    - b. ***Jenna and Julie will take the feedback that we have heard from all of you, we will demo it to you via printout before we start administering the survey. Aiming for mid-September.***- 7. Turnover data—review.
  - i. ***The data does not show the newest CCS agencies***
  - ii. ***We have a CCS Participant Handbook that provides more information on provider expectations***
- 8. Items for September and future meetings
  - a. Behavioral Health Resource Center presentation (Molly Kloehn)
  - b. Review CCS Provider Directory
- 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**

**9/15/21, 12:00-1:30pm**

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