



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

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Dane County Executive – Joe Parisi  
Interim Director – Astra Iheukumere  
Division Administrator – Todd Campbell

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### CCS Coordination Committee Minutes

Zoom Virtual Meeting

November 16, 2022

12:00-1:30 p.m.

Attendees (members): Laura Abilene, Teri Barman, Andi Galka, Nikyra McCann, Veronica McMurray, Kristi Nelson, Mary Boesel Rauwolf, Margaret Rubio, Heidi Stringer, Julie Meister (chair).

Attendees (non-members): Jenna Ramaker, Holly Rasmussen

1. Public comment time (5 min/speaker up to 15 minutes total allocation)
  - ***This is Andi's last meeting. Thank you for your service Andi and all the best to you!***
2. Comments about, or corrections to 9/21/2022 minutes.
  - a. Approval of minutes.
    - ***All in favor, minutes approved.***
3. Progress update (as of 11/14/2022)
  - a. CCS enrollment update 2,070 total participants enrolled (up 26 since 9/19/2022)
    - i. Adults = 1597 (up 34)
    - ii. Youth = 473 (down 8)
    - iii. Discharges = 1400 total since program began in 2015 (up 73 since 9/19/22)
      - 2021 average discharges: 26 discharges/month
      - 2022 Q1 discharge average: 35/month
      - 2022 Q2 discharge average: 33/month
      - 2022 Q3 discharge average: 36/month

Total enrollments this period = 99 Total discharges this period = 73 <b>Net change in enrollment = +26</b>
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***Andi asked if there is an end date of the Public Health emergency in regard to Medicaid. Julie said set to expire January 2023, however the federal government will give 60 day notice. Andi brought up concern of PHE coming to end and the shift that will occur due to losing Medicaid. Julie has issue on her radar.***

- b. Dane County CCS personnel update
  - i. Current vacancies
    1. 2 Vacant Social Worker positions:
      - a. Includes 1 new position from 2022 budget
        - **Reason for openings: not getting enough applicants. Posting changed to continuous.**
      2. Quality Assurance Specialist (posting closed, will interview soon)
    - ii. 4.0 FTE case manager positions approved for CCS in 2023 Dane county budget.
      - Will increase candidate pool eligibility.

**- Julie asked if committee would like any other updates or other information they want updates on. She said she can pull data if there is something missing. Nothing suggested.**

**- Heidi asked how many new SFs are being added to the provider network? Currently training approximately 15 SFs per month but there's also turnover. Julie and Jenna will obtain some data on this for next meeting. Discussed consumer choice and referrals/wait times.**

4. Survey: Bilingual Services & Accommodations (from QI Plan)
  - a. Develop brief survey to administer to agencies within the CCS Provider Network to assess services to individuals requiring interpreters and/or accommodations for other challenges (disability, technology, etc.). What barriers/challenges are agencies experiencing? What are perceived ways to alleviate/remove the barrier?
  - b. Question ideas?

**Julie and Jenna gathered feedback for questions to include on agency survey of interpreter services and accommodations:**

**State update (Julie): State is exploring Medicaid policy options to allow for reimbursement of interpreter services.**

**Dane County update (Julie): Assessments and Recovery Plans can now be printed in 18 pt. font for consumers with visual impairments. CCS Provider Directory indicates languages spoken at each agency by staff.**

**Suggestions for questions:**

- **What languages do agency staff speak? What services offered for spoken language(s)? Need for in-person services only? Capacity to accept youth?**
- **How long does it take agency to secure an interpreter?**
- **What barriers do agencies experience in providing language services? Discussed adding open ended question about this.**
- **Physical accessibility of buildings and offices should be explored.**
- **What resources are agencies using for interpreter services?**
- **What types of other accommodations are offered?**
- **Which agencies support LGBTQ?**

**Mary: It would be important to share information gathered from the survey amongst agencies to help alleviate barriers and improve services.**

***Julie and Jenna will generate a draft of the survey for the Committee to review at the January meeting and provide feedback.***

5. Demographic data points
  - a. Current data collected
  - b. State-proposed changes

***Julie said that the State is proposing changes to Race and Ethnicity whereby consumer would select general Race and then be asked more specific follow-up questions.***

***Jenna explained how data is used. Jenna said anyone selecting more than 1 race is regrouped in a multi-race category.***

***Teri: Commented that a multi option should be offered.***

***Laura: What information is collected by providers in regard to equity and inclusion? Dane County CCS obtains race/ethnicity information from background checks when able.***

***Julie said she will bring back data on race/ethnicity of provider network. CCS Module doesn't record race/ethnicity data on personnel, captured in a spreadsheet. CCS Module does collect languages spoken at a personnel level.***

6. Items for November and future meetings:
  - a. Review proposed changes to CCS Plan and approve (January meeting)
  - b. Behavioral Health Division Administrator, Todd Campbell (January meeting)
  - c. Review results of Consumer Satisfaction Survey (January/March)
  - d. Bilingual Services Survey (November/January)
  - e. Review Outcomes brainstorming from County staff (following return of satisfaction survey)

***Draft of interpreter services/accommodation survey, data on number of service facilitation staff in provider network, and data on race/ethnicity of CCS providers will be reviewed at next meeting.***

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**  
**1/18/22, 12:00-1:30pm**  
**Zoom Virtual Meeting**