



# Dane County Department of Human Services

## Division of Adult Community Services

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Director – Lynn Green  
Division Administrator - Fran Genter

JOE PARISI  
DANE COUNTY EXECUTIVE

### CCS Coordination Committee Minutes

Madison Central Library, 1<sup>st</sup> Floor Conference Room

March 16, 2016

12:00-1:30 p.m.

Present: Adam Brabender, Todd Campbell, Dorothy Hawkins, Linda Keys, David Kuehne, Anna Moffit, Carrie Simon, Peggy Spiewak, Renee Sutkay, Pam Valenta, Lori Bastean.

1. Comments about, or corrections to, 2/17/16 minutes. **None**
2. Progress update
  - a. CCS Intakes thus far (146 total).
    - i. Adults=112 (+17 from last month)
    - ii. Youth=34 (+7 from last month)
      1. Capacity issues at all SF agencies.
      2. Actively recruiting/exploring additional agencies.
    - iii. See ACS\_CYF Breakdown document for numbers of participants per agency.
      - **Question - how many people are waiting? How long does it take from the time of initial contact to time?**
      - **Is there a wait list? How long between when the person calls and when they have initial visit? Between initial visit and intake? Reason for wait?**
      - **Element of QA - need to track this at each stage**
      - **Question - why is there a disproportionate number of kids served per agency vs number of adults?**
        - a. **Kids system rollout was planned to be slower, more existing infrastructure on the adult side, existing clients that enrolled, number of people served per agency varies**
  - b. **Contracting**
    - i. Service Facilitation Agencies
      1. Youth = 8 agencies
        - DCDHS, Community Counseling Center, Community Partnerships, HealthyMinds, Journey Mental Health Center, Madison Trauma Therapy, Orion Family Services, Sankofa
      2. Adults = 9 agencies

- Community Counseling Center, Community Partnerships, HealthyMinds, Journey Mental Health Center, Madison Trauma Therapy, Porchlight, Sankofa, SOAR, Tellurian
  - Lutheran Social Services in process of contracting
- ii. Array Agencies
1. 37 total fully contracted (+2 from last month)
  2. 6 agencies in process of contracting
- iii. Provider Expo was well-received by both providers and CCS Participants that attended.
- **Feedback from committee member: very successful - good networking opportunity, positive feedback from Service Facilitators**
  - **Not a lot of consumers there, next time should consider outreach**
  - **Discussion of marketing CCS to the general public**
    - **Need to be metered in our outreach so that we can do a good job**
    - **Need to let provider network ramp up and get recertified, make sure we have capacity to serve new people**
- c. Training of CCS Staff
- i. Continuing to offer Overview & Recovery and Service Facilitator trainings monthly due to ongoing provider onboarding and interest
    1. March 10, trained 18 new providers in CCS Overview & Recovery.
  - ii. CCS Module/IT trainings
    1. Continuing 1-3 sessions/month
    2. Providing regular on-site technical assistance providers as needed.
      - **Request from provider agency for a stronger feedback loop between providers and county re: IT progress, would be helpful for them to see the priority list and be updated as things get accomplished**
      - **Couldn't we just hire a consultant to fix things? System is home grown and involves other county programs, so can't just have an outside person come in and work on one part of it**
      - **2 new IT project positions open - 5 applicants, Hired an LTE and will hire another LTE, reallocating staff at IT downtown**
      - **Difficult to attract IT staff to public sector jobs**
6. CCS Participant Handbook
- a. Final call for edits before printing of the CCS Participant Handbook v.2
    - **Grade level did not change much - suggestion to send the handbook back to the work group to look at sentence structure - need to set up another work group meeting**
    - **Question about when do consumers receive the hand book and directory - direct to Julie**
7. Lori Bastean from Dane County Planning and Evaluation

a. Survey

- **Keep in mind that soon we will be doing ROSI, MHSIP - do we want to do supplement to that? Or survey at different points in time as people go through the process?**
- **2 types of surveys presented - one for post-intake, one for after 3 months of service**
- **Suggestion to incorporate things that are not included in ROSI/MHSIP, such as:**
  - **Able to take risks in recovery plan**
  - **Quality of the environment - safe, pleasant, welcoming**
  - **Understanding the right to refuse meds**
  - **Understanding how to help my child in crisis**
  - **I believe that my facilitator is a good fit for me**
  - **My team is able to calmly help me in a crisis**
- **ROSI/MHSIP are more program-oriented, but do not capture feedback on what the experience was like (esp. for Intake)**
- **Request to identify SF agency with survey info, concerns re: anonymity**
- **Options - add everything to ROSI/MHSIP, send 2 additional surveys (intake and after 3 months), send additional surveys and add some items to the ROSI/MHSIP**
  - **Send out brief survey after 3 months that covers intake and initial services**
  - **Then annually program evaluation survey would coincide with the ROSI/MHSIP**
  - **Maybe add a brief survey (3-5 questions) post intake - post card that can be sent back**
  - **Feedback on survey items**
- **JMHC is looking at ways to do a more warm hand-off - have chosen SF attend intake appointment**

b. Quality Improvement Plan

- **Address capacity concerns**
- **Address wait time**
- **Looking at increasing availability of psychiatry - County could reach out to providers**
- **How to increase challenging employment opportunities - discussion re: to what degree is this within the scope of CCS**

8. Topics for next meeting

- **QI plan - specifically how to look at employment agencies**

9. Other issues.

10. Completion of timesheets.

11. Next meeting:

- a. **4/20/16, 12:00-1:30pm at Madison Central Library, 1<sup>st</sup> Floor Conference Room**