



JOE PARISI  
DANE COUNTY EXECUTIVE

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

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Director – Lynn Green  
Division Administrator - Fran Genter

### CCS Coordination Committee Minutes

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

May 18, 2016

12:00-1:30 p.m.

Present: Mary Bixby, Adam Brabender, Errica Braun, Dorothy Hawkins, David Kuehne, Linda Kustka, Todd Campbell, Ava Martinez, Julie Meister, Anna Moffit, Peter Rossmeissl, Peggy Spiewak, Renee Sutkay, Pam Valenta, (Carrie Simon - note taker)

1. Comments about, or corrections to, 3/16/16 & 4/20/16 minutes - **approved**
2. Please let Julie know if you are unable to make it to a scheduled meeting, important for us to have quorum (51% of membership present) to be able to conduct business.
3. Location: Suggestions regarding alternate location due to congestion/parking. One option would be Villager Mall on South Park Street in Dane County meeting room. Thoughts?
  - a. ***Some folks have trouble parking downtown, but others travel by foot or bus - for now we will keep the meeting at downtown library and will compile some parking information, if anyone has other ideas we will address at future meeting***
  - b. ***Julie/Carrie will send out parking information to Committee members***
4. Progress update
  - a. CCS Intakes thus far (209 total)
    - i. Adults=159 (+19 from last month)
    - ii. Youth=50 (+3 from last month)
      - Capacity issues at all SF agencies, however several agencies have hired new staff so should have some increased capacity soon.
      - The first 30 days are pretty intensive, SF need to spend a lot of time on intakes. 2-3 intakes a month is about the most that a SF can take.
  - b. Contracting
    - i. Service Facilitation Agencies
      - Youth = 10 agencies (+1)
        - Community Counseling Center, Community Partnerships, DCDHS, HealthyMinds, Journey Mental Health Center, Lutheran Social Services (age 12+), Madison

Psychotherapy Center (*new*), Madison Trauma Therapy, Orion Family Services (not yet taking clients), Sankofa

- Adults = 11 agencies
  - Community Counseling Center, Community Partnerships, HealthyMinds, Journey Mental Health Center, Lutheran Social Services, Madison Psychotherapy Center (*new*), Madison Trauma Therapy, Porchlight, Sankofa, SOAR, Tellurian
  - Madison Psychotherapy Center - adding SF as a service

ii. Array Agencies

- 50 total fully contracted (+4)
- 5 agencies in process of contracting
  - Allies Mentoring; Horizon High School; Madison Neuropsychological Services; Juvenile Assessment and Treatment Center; Waisman Center
- ***Provider Network directory is available on the DCDHS website with up-to-date info on which services are provided by which agencies. Julie will send link to Coordination Committee members.***

c. Training of CCS Staff

- i. Continuing to offer all CCS trainings monthly due to ongoing provider onboarding and interest
  - Providing regular on-site technical assistance to providers as needed.

6. Chart Audits

- a. DCDHS staff is fully engaged in CCS Client Chart audits in preparation for DQA site visit in June. Hired an LTE clerical staff to assist with review and tracking.
- b. CCS Service Directors are providing feedback to agencies regarding missing/incomplete paperwork and/or inadequate documentation.
- c. Service Facilitation agencies with significant deficiencies are being suspended from receiving new CCS admissions until charts are brought into compliance with DHS 36 requirements.
- d. Questions
  - i. What is the turnaround from when something is faxed and sent in until it shows up on the report? ***maximum of 3 business days***
  - ii. Are the standards known to providers prior to them becoming CCS provider? ***Yes, there is extensive training on documentation requirements.***

7. Questions re: intake

a. ***What is the timeline?***

- i. ***Calls to intake line returned within 3 business days to provide basic info, intake will call back to schedule screen and answer questions within 3 weeks, then it is up to the client to decide on SF choice which may be a short time (if the agency of choice is available) or longer (if they choose to wait for a particular agency)***

**b. Discussion re: program upstart and challenges of meeting the community need**

8. CCS Plan

- a. CCS Plan was provided to Coordination committee at March meeting. Based on review of CCS Plan, are there any edits that the Coordination Committee would like to make?
- b. Is Coordination Committee prepared to approve? (Plan will then be finalized and updated on DCDHS website.)
  - i. Generally positive feedback - very comprehensive plan**
  - ii. Does it look like other CCS plans? Probably not because Dane's CCS program is unique in the state**
  - iii. Todd moves to approve, Adam seconds**
    - **all in favor, none opposed**
- c. Discussion re: putting the staff listing online - it is out of date as soon as it is published - will look into removing the staff listing and providing a link to the provider directory instead**

9. CCS Participant Handbook

- a. DCDHS specialists will attempt to reduce reading level/sentence length and will recalculate reading level.
- b. If reading level continues to be elevated, are there volunteers to be on another workgroup to complete further edits? Carrie Simon is heading up this effort.
- c. Pam/Errica have volunteered to participate in a focus group at Yahara House to look at handbook and obtain feedback. Will look for a mix of people who are and are not involved with CCS.
  - i. questions to ask - are there particular parts of the book that are more useful than others? Is it readable? Is it better to distribute the book beforehand or not?**
  - ii. Feedback committee will meet beforehand to strategize - Carrie is assigned staff**
  - iii. Dorothy volunteered to join the feedback committee**

10. Dane County Planning and Evaluation follow-up.

- a. Survey
  - i. Revised survey for Intake and 3-months post-intake distributed.
  - ii. Is the committee prepared for DCDHS to administer?
  - iii. Some people will not understand the term Service Facilitator, especially if English is not their first language. Put a statement on the top that defines Service Facilitator as Case Manager.**
  - iv. comments - change terminology for client grievance – simplify, add N/A category**
  - v. due to time constraints, this topic will be revisited at next month's meeting**
- b. Quality Improvement Plan
  - i. Review of edits.

- ii. Is the Coordination Committee prepared to approve? (This is included as part of the CCS Plan.)
  - ***Adam moves to approve, Ava seconds - 11 votes to approve***
  - ***Edits suggested: include more detail on how to evaluate progress, 1 typo CCF instead of CCS, 1 addition to language "need more challenging employment opportunities for participants"***
  - ***question re: need to include notes on when issues were raised***
- iii. Discussion re: need for detail in the timeline box for the staff survey
  - ***suggestion - maybe this is a year 2 project, may be helpful to have results of ROSI/MHSIP to inform the content***
  - ***suggestion - by March of 2017 this committee will review a draft of a staff survey***
- iv. ***Todd moves to approve revised plan, Renee seconds***
  - ***All in favor, none oppose***

11. Topics for next meeting – ***Continue discussion re: staff survey***

12. Other issues.

13. Completion of timesheets.

14. Next meeting:

- a. **6/15/16, 12:00-1:30pm at Madison Central Library, 1<sup>st</sup> Floor Conference Room**