



Dane County Department of Human Services Behavioral Health Division

Dane County Executive – Joe Parisi
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CCS Coordination Committee Minutes

Zoom Virtual Meeting
January 17, 2024
12:00-1:30 p.m.

Present: Linda Aroonsavath, Melodie Berry, Michelle Danielson, Kimberly Disch-French, Matt Julian, Corri Kohn, Veronica McMurray, Tyson Rittenmeyer, Tracey Scherr, Vanessa Statam, Heidi Stringer, Julie Meister (Chair)

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

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

None

2. Comments about, or corrections to, 11/15/2023 minutes.
 - a. Approval of minutes

All in favor, minutes approved

3. Thank you for 4 years of service Heidi, we will miss you!

Heidi- I have enjoyed my time on the committee, in my role I do not get to hear much from clients and community members that are directly impacted by the services. This was really a grounding experience and showed how CCS makes a difference. I have tried while on this committee to promote and advocate for youth and family voice.

4. Progress update (as of 1/12/2024)
 - a. CCS enrollment update: 2,350 total participants
 - i. Adults = 1753 (up 18)
 - ii. Youth = 597 (up 20)
 - iii. Discharges

- 2021 average discharges:
26/month
- 2022 average discharges: 36/month

Total enrollments this period = 114
Total discharges this period = 76
Net change in enrollment = +38

- 2023 average discharges: 40/month

5. Data regarding Discharged participants that have re-enrolled (Jenna)

Jenna reviewed the data regarding the discharged participants that have re-enrolled with the committee.

Committee discussed ways in which lack of stable housing can be a contributing factor for a percentage of re-enrollments. Individuals are always able to re-enroll in CCS after discharge if interested.

6. Consumer Satisfaction Survey (Jenna)

a. Response rate.

About 28% response rate, improvement from last year.

b. Service Facilitators helped with distribution, feedback from SFs.

Jenna stated that 61 SFs from 25 different agencies responded to a survey sent requesting feedback on this year's survey process. Result of survey indicated that 64% stated they were able to deliver all of their surveys and 36% said they were unable to deliver one or more of the surveys assigned due to a lack of participant engagement, participant already discharged and/or SF did not meet the participant during the time window of survey distribution. About 84% of the SF agencies reported providing some assistance to participants with the survey.

c. Satisfaction survey results will be reported to committee in March.

7. QI Plan review of progress (Julie)

Julie began review of 2023 QI plan with committee and updated members on goals that were met and can be removed from next year's QI plan. Goals met include developing mechanism to monitor ongoing capacity of CCS service providers to allow service facilitators access to information regarding availability of services, variance obtained from DQA for APNPs, utilization of PPS data to understand use of Employment Related Skill Training, CCS analyst presentation of data on significant improvement in employment outcomes with CCS participation. In March will begin review of QI plan progress with #7.

8. Items for future meetings:

- a. CCS Consumer Satisfaction Survey results (March)
- b. QI Plan update (March)
- c. Telehealth Policy
- d. Explore improvements to the administration of MHSIP for 2024 (May).

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

3/20/24, 12:00-1:30pm

Zoom Virtual Meeting