



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

Director – Lynn Green
Division Administrator – Todd Campbell

CCS Coordination Committee Minutes

Madison Central Library, 1st Floor Conference Room

July 18, 2018

12:00-1:30 p.m.

Present (Members): Mary Bixby, David Kuehne, Linda Kustka, Peggy Spiewak, Renee Sutkay, Lindsay Wallace, David Weber, Julie Meister

Absent (Members): Gala Gardiner, Valerie Henderson, Anna Moffit, Christine Taylor,

Present (Non-Members): Jenna Ramaker, Holly Rasmussen, Monty Long, Maggie Danielson

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

No public comment.

2. Comments about, or corrections to, 5/16/18 minutes.

Linda Kustka motioned to approve the Minutes, David Kuehne 2nd, minutes approved.

3. Progress update (as of 7/16/18)

- a. CCS enrollment update (833, up 41 since May meeting)

- i. Adults = 628 (+31 from May)
- ii. Youth = 205 (+10 from May)
- iii. Discharges = 207 total since program began (+25 since May)

Julie will be providing the Committee a report stating which clients discharge due to losing MA, not wanting service, moving out of County, and for other reasons as soon as this is added to the CCS Module.

Renee questioned the discharge summary form and has had situations where the follow up section is blank when she gets a transfer. Julie clarified that the provider needs to complete follow up section and staff should be enforcing that. Julie said she would look further into it.

- b. Training of CCS Staff

- i. All mandatory CCS trainings offered monthly due to ongoing provider onboarding
 - Onboarding an average of 25 new staff per month
 - Staff have access to SignUp Genius to self register and self unregister.
- ii. Added Cultural Competence training to initial staff Orientation & Training requirements

Additional training added to required CCS Orientation & Training for all staff in Dane County CCS—cultural competence. Could be in regard to racism, health inequity, LGBT

mental health challenges, etc. Renee asked if the training could be in person or a reading – Julie answered there are multiple ways to meet this requirement.

- c. Intake Staff update
 - i. Intake Social Work Supervisor hired and onboarded
 - ii. Recruiting for Bilingual Intake Social Workers Spanish speaking and Hmong. Both positions will be cross trained to completed youth and adult intakes.

Julie added that the County has begun a more robust quality assurance program. She said they are reviewing additional items and being sure that we are in compliance with exactly how the State statutes are written.

- 4. Review results of Intake Survey.

Jenna Ramaker reviewed and discussed the 2017-2018 Survey of Dane County CCS Intake via the results attached to the meeting agenda. Linda complimented the survey. Linda Kustka commented that grad students are paid to fill out surveys. Jenna said because it's anonymous, we can't force people to complete the survey. Jenna commented that only 3 clients didn't go on to CCS services after completing the intake appointment (and therefore being offered the survey). We do not know whether any of these three completed the survey or not.

Renee Sutkay asked what "One respondent noted a frustration in CCS members being encouraged to work harder with few incentives." Jenna commented that she didn't know either, that was the extent of the comment/feedback.

Linda asked if we could use incentives in treatment. Julie commented that we cannot due to health care rules and that it could be an artificial inducement to continue treatment beyond what is needed.

Jenna commented that ROSI response was higher than this survey.

Julie asked if the survey met the interests of the CCS Coordination Committee and expectations. Peggy said it did. Renee said is was short and easy. Julie commented that now we are fully staffed, that we hope to add a bilingual staffer. The 3 applicants for the Spanish bilingual position didn't pass the oral testing. Julie clarified that CCS intake workers need to have 2 years of applicable experience and have a social work certification.

- 5. Continue work on Provider Survey per QA/QI plan.

Julie said that she met with Jenna Ramaker to come up with ideas for an initial survey for Dane County CCS providers. Renee asked if the survey results could be grouped by agency and reported back to management at agencies so they would know how to better improve services and internal training. The committee concurred that this would be helpful

Jenna Ramaker presented and discussed the draft of the provider survey. Renee commented that we should replace client to consumer consistently. Group was in agreement that survey has to be brief

enough so staff will complete it. Group spent time eliminating duplicate questions and revising wording to questions that remain. Discussion regarding benefit to know which agency staff work for to allow for feedback back to agency management for improvement of service delivery. Discussion regarding which demographic categories committee would like to capture.

Julie and Jenna will take feedback and edit survey into second draft for committee to review at next meeting.

6. Topics for next meeting: Finalize Provider Survey and determine timeline for administration.

Feedback on proposed Assessments and Assessment Summary templates.

How much information does the consumer want in report form? Committee will be asked to express preference between 2 versions of the Assessment Summary at next meeting. Julie will email them to the Committee members before the next meeting. Renee asked if we could meet monthly now that there is a project. Rene motioned to hold a committee meeting in August, Lindsay seconded. Motion passed 7-0. August 22nd is next Committee meeting.

7. Completion of timesheets.

Next Meeting: ~~9/19/18, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room~~
8/22/18, 12:00-1:30pm at Madison Central Library, 1st Floor Conference Room