**Central Wisconsin Health Partnership (CWHP)**

**Regional Comprehensive Community Services (CCS) Coordinating Committee Meeting**

**Wednesday, February 13, 2019**

**Green Lake County Government Center**

**Present:** Kay Saarinen-Bar – Adams County; Carol Hendrickson, Harley Reabe, Jason Jerome, Nichol Grathen, and Kate Meyer – Green Lake County; JoAnn Geiger, Tim Cottingham, Danielle Moore, Linda Calaway, and Scott Ethun – Juneau County; Mandy Stanley, Tancy Helmin, and Jeremy Lee – Marquette County; Dawn Buchholz, and Christy Pongratz– Waushara County; Jan McDonough, Jan Lehrer, Brenda Freeman, and Jill Amos-Polifka – Waupaca County; and Lori Martin – White Pine Consulting Service

1. **Welcome and Introductions.**

* Meeting called to order by Tim Cottingham, Committee Chair, at 10:10 AM.

1. **Approval of agenda**

* No corrections or additions were noted

1. **Approval of meeting minutes from October 13, 2018 meeting**

* No corrections or additions were noted

1. **Regional CCS Overview Presentation**

* Lori Martin presented. Information included: overview of the CWHP region; overview of CCS eligibility, enrollment, and the recovery team; and the role of the Regional Coordinating Committee; and data on consumer satisfaction as well as summary data from a statewide CCS data brief. Regional strengths, challenges, and areas of focus were also discussed.
* For new members who were unable to attend, Lori is willing to repeat the presentation prior to the April 10th 10:00 Regional Coordinating Committee meeting in Juneau (9:00, while the PLEX group is meeting). ***UPDATE:*** This will be offered before the **June 12th** meeting in Wautoma *instead of* April 10th.
  + **Adams** – 47 consumers enrolled. DQA CCS survey occurred on Jan 30th; Adams didn’t receive any citations and received a 2-year recertification. Also recently received CSP certification. Allison has shifted to the Behavioral Health unit to focus on completing the hours needed for her clinical licensure; she plans to return to CCS later this year. Kay will continue providing CCS supervision and acting as Mental Health Professional; Diane will be performing the administrative responsibilities. Are seeing an increase in youth who are eligible for both CCS and CLTS.
  + **Juneau** – 58 consumers enrolled. Discharged 12 participants in past couple of months; several due to lack of engagement for 3 months or more. Efforts being made to improve screening / identification of appropriate individuals for the program. 15 people in referral process. The program is now fully staffed, including a dually certified mental health / substance use therapist who started in December. A CCS Consumer is taking the lead in development of a newsletter.
  + **Marquette** – 23 open; 2 referrals. Had DQA CCS survey in December. Staff worked hard to prepare; resulting in a successful visit with no citations. Also had a successful CSP review.
  + **Waupaca** – in process of expansion. Shawna Hansen was hired as Manager of Family and Community Services which includes CST (several CST workers also facilitate CCS). Have combined CST CCS referral form. Brenda Rice has become the CCS Technician responsible for quality assurance – initial contact with providers, billing, and documentation review. All 2019 providers completed the rate setting spreadsheet. Jan has a new position as CCS and CSP Coordinator. Working to transition consumers Jan has been working with to other service facilitators, which will allow her to spend more time as the MHP. 3 positions for CCS facilitators are in the process of being filled. Will also be hiring for additional 1.5 CST workers.
  + **Waushara** – Clara has stepped down from her position as lead CCS worker and has taken an outpatient psychotherapist position, her career goal is to be a therapist. 2 new service facilitators, both bring experience including an individual who was previously an intern.

1. **PLEX (Persons with Lived Experience)** 
   1. **PLEX update**

* Christy participated in the consumer satisfaction survey event in Marquette County. It went very well.
* The group would like guidance regarding their role on this committee. Lori will connect with Tancy prior to the April meeting to discuss.
* Waupaca recently held a Consumer café. The event is an opportunity for individuals in the community to learn more about resources and services available.
  1. **Presentation by Green Lake PLEX regarding her experience in CCS**
* Carol shared her experience in the CCS program and how the support she received aided her in her recovery efforts. Thank you, Carol!

1. **Juneau County’s Contract Liaison Report – Scott Ethun and JoAnn Geiger**
   1. **White Pine / Regional Coordinator Annual Evaluation**

* JoAnn shared a summary of the results of the annual evaluation of the regional CCS coordination efforts by Lori with White Pine Consulting:

Summary of Strengths:

• Knowledgeable, networking and great point person

• Lori goes above and beyond to be helpful

• Timely and professional

• Wonderful partners to work with

• Coordination of trainings and meetings (regional, subcommittees)

• Onsite review and follow up has been helpful

• Trainings and support are much appreciated

• Outstanding response time to questions, questions answered thoroughly and have statute to back them up

Areas for Growth:

• More variety in trainers for the trainings offered

• More intensive training for CCS Service Facilitation (more like the two day CST Care Coordinator trainings)

• Format and frequency of regional meetings could be changed to be more beneficial to all attending

• Centralized online training for contracted providers to help provide consistency among region’s contracted providers

• Increase in shared services across the region

* 1. **2019 Work Plan and Budget for CCS Coordination Contract with White Pine / Lori Martin**
* Discussed at October 13th meeting. Agency Directors were then given time to review and respond with comments or questions (of which there were none). Kelly Oleson approved the contract, work plan, and budget in December.

1. **Regional Coordinator Report – Lori Martin, White Pine Consulting**
2. **General**

WI Certified Peer Support Specialist update

* Over the past months, several counties and a couple of private agencies in the region have expressed interest in hiring or contracting with Certified Peer Specialists.
* Tancy Helmin is certified and has been exploring options for employment, but her service area likely wouldn’t cover the entire 6-county region.
* Lori spoke with Tim Saubers (608-242-8484, [tims@accesstoind.org](mailto:tims@accesstoind.org)), WI Peer Specialist Program Manager with the WI Peer Specialist Employment Initiative. Part of his role is to provide technical assistance to agencies interested in employing Certified Peer Specialists (CPS).

1. **Training Subcommittee Report**

January 8th Public Health (PH) / CCS Forum

* 25 participants, all 6 counties were well represented by Public Health.
* Each table represented a county – PH and CCS from each county sat together.
* Overview of CCS including the service array
* Overview of Public Health by Jodi Field (PHN Juneau County)
* Large group activity – each county shared with the group how PH and CCS are currently collaborating. Ranged from reports of little to no collaboration to Green Lake sharing a handout on their Wellness Groups detailing purpose, participation, logistics, and topics. Waupaca shared “One Key Question Effort”.
* Small group activity – brainstorming ways PH and CCS partnership can be strengthened including barriers and next steps. Lori shared a handout of who was in attendance and encouraged coordinators to follow-up participants.
* Regrouped for final discussion. In general, excitement to improve communication. Many questions related to PH actually providing and being reimbursed for CCS services.
* Next steps –
  + - participants take their “next steps” back to their counties
    - CWHP consortium
    - This QA/Training Committee forum
    - Regional Coordinating Committee

2019 Workshops

* All 2019 locations confirmed – thank you to sites for hosting.
* January’s workshop – Service Facilitator Skills for High-Powered Teaming facilitated by 2 staff from Waushara County.
* Workshop on topic of “Hoarding” this afternoon. Close to 50 individuals registered.
* March 8th Jonathan Cloud to present on Sparks for Consumers (focus on developing and utilizing “sparks” which are strengths, assets, passions). Jonathan facilitated a workshop for providers last May which was well received.
* Lori, with the Training Committee, will be working to schedule May and beyond.
* Recent interest expressed in
  + - In-person Provider Orientation Workshop
    - Working with Individuals with Personality Disorders (e.g. Boarderline Personality, Narcissism, Paranoia and Delusional Disorders). Suggested speaker: Dr. David Mays.
    - Onboarding for new Service Facilitators

Statewide CCS Meetings

* CCS Statewide meeting April 16th – for county and non-county CCS staff and service providers.
* Combined CST / CCS Statewide meeting Wednesday Sept 4th – targeted to county CST and CCS staff.

Website Orientation Training Page Updates

* Training Committee has been working on standardizing a portion of the required provider orientation training. As part of this effort, Lori has been asked to develop web-based training videos. The first one, “Overview of CCS Essentials for Providers” has been published and is available online. It is a 20-minute video that highlights the areas covered in the 3 hour in-person training. The next video will be on the topic of “the CCS Service Array” including the distinction between services, activities, and interventions. Other priority topics include: The Golden Thread – Assessment to Plan, Quality Progress Notes using TARP, Overview of Rate Setting, and Service Facilitation Skills.

1. **Quality Improvement (QI) Subcommittee Report**

2018 Consumer Satisfaction Survey Results

* The Committee decided to table this discussion to the April Meeting.

Provider records – background checks, references, supervision logs

* In light of this round of DQA Onsite CCS Surveys, the QI committee spent some time discussing requirements related to provider records, namely background checks, references, and supervision logs. A few updates were made to the regional Provider Handbook / Orientation Packet.

Updates to regional forms

* In January Lori met with Waupaca County CCS Service Facilitators to review the current CCS regional forms including the comprehensive assessment, assessment summary, and recovery plans. Staff had several suggestions to improve the user-friendliness of the forms. As a result, Lori made updates and has shared.

1. **Other**
   1. In-home Mental Health Stabilization Grant Award (Green Lake and Waushara Counties)
      * Moving forward; currently struggling to find providers willing to work afterhours.

**9. 2019 Schedule / Next Meeting** – Wednesday, April 10th, 10:00 – Noon, Juneau County Services Building (PLEX 9:00 – 10:00)

**Meeting adjourned at 11:58**