**Central Wisconsin Health Partnership**

**Comprehensive Community Services Regional Coordinating Committee**

**Quality Improvement Committee**

Thursday, September 21st, 2017

**Present:** Allison Else – Adams County; Gretchen Malkowsky – Green Lake County; JoAnn Geiger – Juneau County; Tancy Helmin – Marquette County; Jan McDonough – Waupaca County; Clara Voigtlander – Waushara County; Lori Martin – White Pine Consulting

1. **Consumer Satisfaction Survey**

* A notice went out on 9/13 via GovDelivery related to the 2017 CCS Consumer Satisfaction Survey process. Data is due to the DCTS on 12/31/17.
* Similar to past years, White Pine will act as a central location for data, and will prepare a regional summary data report.
* Committee discussed administration options, including:
  + - As in past years, each county is responsible for the process (and staff) related to survey administration and collection
    - Consumer members of the Regional Coordinating Committee have offered to offer support in the process
    - Lori is willing to facilitate a workshop for individuals who will be administering the surveys. She previously shared an agenda and PowerPoint of a similar workshop she and Phil Robinson facilitated for the St. Croix/Eau Claire CCS region.
  + Plan to move forward:
    - Tancy and will work with the consumer members of the Regional Coordinating Committee to pilot an event in Marquette County to facilitate survey administration (Tancy has had preliminary discussions with Marquette County CCS staff).
    - Lori will provide a workshop for the consumer group related to survey administration. Service Directors from other counties will be invited to send their survey administrators to the workshop as well.

1. **Individual Placement Support (IPS) – Employment Interest Scale**
   * Discussed the scale provided by Bob Meyer. Committee is open to incorporating the tool into the Consumer Satisfaction Survey process. Lori will put the item on the agenda for discussion by the Regional Coordinating Committee.
2. **Next steps for regional QA/QI**

* Discussed moving beyond forms and policies to the bigger picture of QA and QI. For example – roles of MHP, Administrator, supervisor. Lori shared a draft document for review by the committee.

1. **Provider rate list**

* In the fall of 2016 a CCS provider rate document was developed that included contracted provided used across the region and the rates paid by provider degree. Lori recently sent a follow-up email to the Fiscal Managers to see if they’d be interested in an updated list, but didn’t receive feedback. The Service Directors are interested in and updated list. Lori will email the list for updating by the group.

1. **Other**
   * Closure / transition – put on agenda for upcoming Service Director meeting
   * Importance of outreach – law enforcement, judges, attorneys – put on next meeting agenda
2. **2017 meeting schedule**

Training 12:30 – 2:00 and QI Meetings 2:00 – 3:30

* Thursday, November 16th