

# **Central Wisconsin Health Partnership (CWHP) Regional Comprehensive Community Services (CCS) Memorandum of Understanding**

## **Vision**

Healthy people in thriving communities.

## **Mission**

Through innovative regional collaboration, Central Wisconsin Health Partnership advocates for policy, system, and environmental change to ensure conditions for people to be healthy.

## **Overview**

The Central Wisconsin Health Partnership (CWHP) Comprehensive Community Services (CCS) regional shared services model is built upon the authority granted under Chapter DHS 36 to existing CCS programs among partnering counties which include Adams, Green Lake, Juneau, Marquette, Waupaca, and Waushara. Each county's CCS program is certified by the WI Department of Health Services (DHS) Division of Quality Assurance (DQA). Each county's local CCS coordinating committee assures locally developed resources and consumer voice at both the county and regional level. This document outlines expectations for each partnering counties of the CWHP Regional CCS.

The desired outcomes of the CWHP Regional CCS are to:

1. Promote access to psychosocial rehabilitation services and supports, and
2. Promote efficiencies by sharing resources.

## **Guiding Principles for the CWHP Regional CCS**

- Hold a balance between uniformity of services and providing individualized services that are flexibly administered.
- Promote developmentally informed services and supports at every level: individual, family, county, and region.
- Assure sovereignty of local resources and natural supports.
- Assure consumer access, voice, and ownership of services and supports.
- Maintain fidelity to [WI Chapter DHS 36](#), [Medicaid policy](#), and the [Principles of Wisconsin Wraparound](#).
- Explore ways to collaborate, pool resources, and share services.
- Provide access to a comprehensive array of psychosocial rehabilitative services and supports that promote physical and emotional wellbeing while addressing identified needs.

## **Responsibilities of Partners**

- A collaborating county will serve as the fiscal agent for the provision of regional coordination services through White Pine Consulting Service.
- On a rotating basis, for a term of two years, a collaborating county will serve as the contract liaison related to the provision of regional coordination services through White Pine Consulting Service.
- All partnering agencies agree to mutually support any required staff training to carry out CCS activities.
- Each CCS certified site will be responsible for their own policies and operations.

- Each site will be responsible for complying with the requirements of CCS certification per DHS 36.
- County CCS leads will work with the Regional Coordinator (RC) to organize necessary reporting to the Regional Coordinating Committee.
- Each county's CCS coordinating committee will select representatives to sit on the CCS Regional Coordinating Committee. Representatives from each county will include at a minimum: a CCS lead, a Person with Lived Experience (PLEx), and a county or human service board member.
- All partnering agencies agree to allow designated staff to work within the six counties as determined by need and availability.

## **Shared Services**

### ***Regional Coordinating Committee***

A CCS Regional Coordinating Committee (RCC), representative of a CCS program lead, person with lived experience (PLEx), and County or Human Services Board Member from each of the six counties, serves as an advisory committee to the CWHP Regional CCS. The RCC's role is to assist in planning, implementing, and monitoring the effectiveness of the regional CCS by reviewing evaluation information, exploring opportunities for shared services, and making recommendations for consideration by the member counties. Individual members of the RCC are to act as liaisons between the regional CCS initiative and their respective agencies/communities. Individuals for the positions of Committee Chair and Co-Chair will be nominated and voted for by the Committee and will be asked to serve staggered two-year terms.

### ***Regional Coordination***

Coordination of regional CCS efforts related to cross-county collaboration, quality assurance/improvement (QA/I), and training are conducted by a Regional Coordinator (RC). The RC collaborates with each county's CCS lead(s), the CCS Regional Coordinating Committee, and WI DHS CCS staff. The position of (RC) is provided under contract with White Pine Consulting Service. Costs related to regional coordination services are shared equally among the six partner counties. See APPENDIX A for a summary of regional coordination responsibilities.

### ***Training and Staff Development***

The [CWHP regional website](#), developed and maintained by the RC, contains shared training and QA/I resources. The CCS program leads and RC determine and respond to regional training and staff development needs. An annual training plan will be developed and shared with the RCC by the RC.

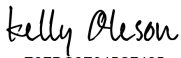
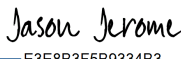

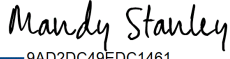


### ***Quality Assurance and Improvement***

The CCS program leads and RC will continually assess the effectiveness of existing QA/I resources and respond to needs for additional resources. Ongoing evaluation will be conducted by each of the six CCS programs and supported by the RC including participation in WI DHS required quarterly enrollment reporting, the annual program survey, and the annual consumer satisfaction survey. Evaluation results and ongoing regional QA/I efforts will be reported to the RCC by the RC.


### ***Conflict Resolution Procedure***

Any disputes arising from this agreement between the collaborating Departments will be resolved by agreement between the Directors of those Departments in cooperation with the RCC.

## Partner Signatures

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<p>DocuSigned by:  E3F8B3F5B9334B3</p> <hr/> <p>Jason Jerome, Director Green Lake County HHS</p>	<p>1/5/2023</p> <hr/> <p>Date</p>
<p>DocuSigned by:  8A78192299CB45E...</p> <hr/> <p>Dawn Buchholz, Director Juneau County DHS</p>	<p>1/16/2023   9:03 AM CST</p> <hr/> <p>Date</p>
<p>DocuSigned by:  9AD2DC49EDC1461...</p> <hr/> <p>Mandy Stanley, Director Marquette County DHS</p>	<p>1/26/2023   4:33 PM CST</p> <hr/> <p>Date</p>
<p>DocuSigned by:  B6C5949D459E46D...</p> <hr/> <p>Ted Phernetton, Director Waupaca County DHHS</p>	<p>2/1/2023   9:19 AM CST</p> <hr/> <p>Date</p>
<p>DocuSigned by:  5B39A0C2D0EB420...</p> <hr/> <p>Clara Voightlander, Director Waushara County DHS</p>	<p>1/26/2023   4:23 PM CST</p> <hr/> <p>Date</p>

I have reviewed this document and confirm it meets my approval.

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Lori Martin

1/5/2023

CWHP Regional CCS Coordinator

## APPENDIX A

### Central Wisconsin Health Partnership CCS Regional Coordination Responsibilities

#### Ongoing

- Maintain [CWHP website](#)
- Receive, research, and respond to questions from each county
- Maintain regional forms
- Maintain regional contact and e-mailing lists
- Coordinate and facilitate or host regional training efforts

#### Monthly

- Meet with contract liaison county to review work plan / coordination activities
- Participate in statewide CCS Networking Meetings

#### Every other Month

- Facilitate QA and Training Meetings (Program Leads)

#### Quarterly

- Collect quarterly enrollment data from 6 counties and submit electronically to DCTS
- Support Regional Coordinating Committee Meetings
- Support PLEx group meetings

#### Twice per year

- Collect service and enrollment information from each county and distribute to counties with upcoming DQA surveys / desk reviews

#### Annually

- Assist with administration and compilation of consumer satisfaction survey data
- Conduct site visits including meeting with stakeholders in each of the counties; produce summary reports
- Participate in CCS Statewide Meeting(s)

#### Periodically / as needed or requested

- Attend county-level CCS coordinating committee meetings
- Attend NE and Southern Regional CCS meetings sponsored by Area Administration
- Participate on regional and statewide topic-specific workgroups and peer forums
- Provide time-limited TA to a partner county
- Support as needed regional forums and work groups