**Central Wisconsin Health Partnership (CWHP)**

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

**Wednesday, October 5th, 2016**

**Marquette County Services Center, Demonstration Room**

**Present:** Allison Else, Kay Saarinen-Barr, Wendy Pierce, and Melissa Winsor – Adams County; Jason Jerome, Kayla Yonke, and Roxanne Haedt – Green Lake County; Amanda Negaard, Tim Cottingham, and Scott Ethun – Juneau County; Jennifer Vote, Jodi Williams, Tancy Helmin, and Clint Starks – Marquette County; Dawn Buchholz, Dennis Wedde, Tia Bourdo, Karen Dahlstrom, Deb Kramer, and Tanya Amos – Waushara County; Dan Naylor and Lori Martin – White Pine Consulting Service; Julie Shew – DHS Northeast Regional Office; Danielle Graham-Heine – Division of Care and Treatment Services (DCTS)

1. **Welcome and Introductions.**

* Meeting called to order by Dennis Wedde, Committee Chair, at 10:02 AM.
* Danielle Graham-Heine introduced herself to the group. She is in the position formerly held by Cheryl Lofton of CCS Coordinator with the Division of Care and Treatment Services (DCTS). Danielle will be the state CCS Coordinator for our 6-county shared services region. Danielle brings experience as a Community Recovery Services (CRS) quality assurance specialist. She also worked in Jefferson county with their CCS and Child Protective Services unit.

1. **Approval of agenda**

* No corrections or additions were noted

1. **Approval of meeting minutes from August 10th, 2016 meeting**

* No corrections or additions were noted

1. **County Updates**
   * + **Adams** – the CCS program continued to grow; 3 service facilitators are currently serving 36 consumers, with referrals continuing to come in. Adams County is sponsoring and Ethics and Boundaries training on Friday, October 7th. For more information, contact Allison Else.

* **Green Lake** – the CCS program continues to grow. Currently serving over 20 consumers. They are advertising for another CCS Service Facilitator. Looking to expand their CCS service array, and are considering contracted services. Have identified a consumer for this committee – Carol Hendrickson.
* **Juneau** – Enrollment remains relatively stable - as new consumers are enrolled, other consumers are able to be successfully discharged from the program. Service facilitators have been investing a lot of time with each consumer. Amanda Negaard is working with her staff to increase the use of natural supports and mentors. They are also looking into CCS and CST dual enrollment.
* **Marquette** – Clint Starks introduced Jodi Williams who is a recently hired CCS Service Facilitator; she and Clint will both be providing service facilitation. Referrals are coming in; the program is “taking off”. They recently signed on a new provider that provides certified equine therapy.
* **Waupaca** – Chuck Price was unable to attend today, but asked Lori Martin to share that Waupaca will be conducting second interviews on Friday for their open CCS Coordinator position.
* **Waushara** – Tanya Amos shared that a new service facilitator has been hired; he has a Master’s degree in counseling. Waushara is preparing for a DQA recertification visit next week. Dawn Buchholz shared that Lori Martin visited a couple of weeks ago and performed an internal file review, which was very helpful, Dawn recommends it to other counties. Tanya and some of her staff attended an experience session with Living Anew equine-assisted therapy. They have completed their initial orientation training, and are ready to begin providing services to a CCS consumer (when identified).

The Committee had a discussion around the topic of provider orientation and training requirements. Clarification is needed regarding whether a provider who has completed their 20 or 40 hours of required training in one county in our region, would need to complete the full 20/40 hours again to provide services in another county in our region. Clint Starks recalls he was advised that the provider would only need to complete additional orientation that would be specific to the politics and procedures of the new county. Danielle Graham-Heine offered to get clarity regarding and follow-up with Lori Martin.

1. **Juneau County’s Contract Liaison Report – Scott Ethun and JoAnn Geiger**
   1. **Regional Coordinator / White Pine Consulting annual review**
      * + Scott Ethun coordinated the effort which included providing the Directors of each of the six partnering county human service agencies a “Consulting Satisfaction Survey”. The Directors were asked to include feedback from their CCS Service Directors / CCS staff in their responses. The responses were then collated into a report, which was reviewed with Dan Naylor and Lori Martin at a meeting earlier this morning.
        + Scott summarized the most common responses to each of the 6 survey questions for the Committee:
        1. *What has been helpful/beneficial about the services provided by White Pine?*

Common themes included the central organization, development of consistent forms, and organized regional training opportunities

* + - 1. *What aspects of White Pine’s services don’t you like / what aspects do you feel could be improved?*

Given Lori and Dan are considered “co-coordinators”, there is a desire to reevaluate / clarify their individual roles and avoid duplication of efforts.

Scott summarized a conversation he had with Langeston Hughes regarding regional CCS coordination – both how our region handles it (contracting with White Pine) and what other regions are doing. Langeston thought our model makes sense, especially given the number of counties in our shared services region. Scott suggests it might be helpful for Dan and Lori to share a historical perspective on their roles as co-coordinators at the next Committee meeting.

* + - 1. *Do you receive timely and helpful communication from White Pine?*

All six counties responded very positively to this question

* + - 1. *Are you receiving quality information/resources to help in your efforts?*

All six counties responded very positively to this question

* + - 1. *Do you feel White Pine provides adequate training and technical assistance? If not, what can be done to improve their efforts?*

Responses were very positive – this is a strength of our region. Recommendations included a balanced focus on adults and youth (current focus seems more heavily on youth); and providing additional practical, hands-on CCS-specific workshops

* + - 1. *Do you have any other thoughts or recommendations?*

The comments reflected satisfaction and appreciation for the coordination efforts. There was one suggestion related to regionalizing marketing and recruitment efforts.

1. **Regional Coordinator Report**
2. **General**
   * The Wisconsin Department of Health Services announced a new Medicaid Director and Administrator of the Division of Health Care Access and Accountability.
3. **Training Subcommittee Report**

* Provider development / shared services
  + Clint Starks and Lori Martin have been working with Two Friends Healing Arts in Montello to develop them as CCS providers. They provide reiki and acupressure services. The hope is that orientation and paperwork efforts can be shared / regionalized so that other counties in the region can utilize these (and other) services, if desired, without duplicative efforts.
  + The provider orientation page on the CWHP website (cwhpartnership.org/ccs-orientation) has been updated to include a step-by-step outline.
  + The Northeast Behavioral Health Training Partnership has developed an online CCS training system, that to-date has been available to the four counties in our 6-county consortium who are in the northeast (NE) Department of Health Services region. Lori has been working with Sharon Locklin with the Training Partnership to allow Juneau and Adams Counties, who are not in the NE region, full access to the system. Sharon offered that for now through the end of the year, providers from Juneau and Adams Counties can register for the full online course at no cost.

The NE Partnership is upgrading their system and will be able to accept payment after the first of the year. The steering committee is considering options for the CCS course including possible cost to providers who are outside the NE region.

* + The final monthly shared services report has been sent to the Division of Quality Assurance. All six reports can be downloaded from the region’s website: <http://www.cwhpartnership.org/regional-resources.html>
* Upcoming Trainings
  + This afternoon Dr. Rick Immler is facilitating a training on the topic of First Episode Psychosis. There are 36 people registered to attend.
  + November 2nd, Consumer Centered Assessment – a hands on review of process and form. Lori Martin will be taking the lead, and will likely co-present with county representatives.
  + December 14th, Recovery-Orientated Concepts in CCS - Maria Hanson, Certified Peer Specialist – Mendota Mental Health Institute; and either Donna Riemer or Laleña Lampe, DCTS; to be held in Adams/Friendship.
  + The NE regional DHS office is sponsoring a trauma-informed practice workshop for CCS service facilitators to be held on November 16th in either Appleton or Green Bay. Shannon Kelly, Deputy Director of Waupaca County DHHS, will be facilitating the workshop.
  + Melissa Winsor referenced a workshop being offered in early November, facilitated by Joann Stephens on the topic of trauma-informed care. The intended audience is parents and young adults. Kay Saarinen-Barr offered to forward the information to Lori Martin to forward to the Committee.
* Regional shared services directory
  + Dan shared an update on his contact with 211 – he his corresponding with the 10-county Northeast Region 211 Director about how to incorporate our 6-county CCS regional information.
* Regional Coordinating Committee Handbook
  + A workgroup made up of four CCS consumers, Dan, and Lori, has developed a draft Regional Coordinating Committee handbook. Tancy Helmin shared how Marquette County plans to develop a handbook for their local CCS Coordinating Committee based on the outline, that includes information specific to Marquette County’s CCS program.
  + The Committee reviewed a draft Table of Contents (see Appendix A). No additions or corrections were noted.
  + Lori Martin will complete the modules and post them on the website. Lori also offered that if any Committee Members would like a hard copy of the handbook, they could be provided; and she would be willing to meet a 30 – 45 minutes prior to the December Committee Meeting to review the handbook with anyone who may be interested. She will send an email to Committee members prior to the next meeting to solicit interest. **12-5-16 UPDATE:** Lori will send around a sign-up sheet at the December meeting for anyone interested in A) a hard copy of the handbook, and/or B) participating in a walk-through/orientation prior to the February 1st Committee Meeting.

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

* Quality improvement efforts statewide and in our 6-county region have been focused largely on the results of the Office of Inspector General (OIG) CCS program Medicaid audits that occurred statewide. The QI committee continues its efforts to regionalize processes and forms as much as possible.
* Lori Martin is part of a Northeast Regional CCS Workgroup that came out of the larger NE regional CCS meetings, tasked to review DHS 36, MA requirements, and results of the Office of Inspector General (OIG) audits to develop a checklist for use as an internal file review/audit tool. The group, coordinated by Robin Raj - DHS Area Administrator, is working with Kenya Bright to facilitate review of the document by DCTS, the Division of Health Care Access and Accountability (DHCAA), and the Division of Quality Assurance (DQA). Next step – develop model processes and sample forms for use in the region. Lori utilized the draft audit tool during her recent visit to Waushara County.
* The statewide CCS meeting was held on September 7th in Wausau. Dan Naylor, Lori Martin, and others representing our region attended sessions and brought back material on several topics including but not limited to quality improvement and AODA assessment tools.
* Consumer Satisfaction Surveys – same regional process as last year – counties responsible for administering and collecting the surveys. Completed surveys sent to White Pine who will enter the data into the appropriate spreadsheets and submit the data to the state (by December 31st). White Pine will also develop a regional data report for review by the Regional Coordinating Committee.
* Danielle Graham-Heine reported that there is a statewide committee being formed to develop CCS QI tools. Lori Martin has asked to be a part of the workgroup. Committee members agree that this is an important group for Lori participate in on behalf of our CCS region.
* **2015 Regional CCS Survey** –
  + - The Division of Care and Treatment Services (DCTS) administers an annual statewide CCS Program Survey, asking programs to report on the CCS services provided to consumers during the calendar year. Lori obtained data results from the DCTS for the four counties in our shared services CCS region who were certified and submitted data for 2015: Adams, Green Lake, Juneau, and Waushara Counties.
    - A draft report was shared with the Quality Improvement Committee at their last meeting. Lori shared and led review of an updated draft with this Regional Coordinating Committee.
    - It was noted that there are values on a couple of the charts that did not display correctly on the report – Lori will make the necessary updates.
    - The category of gender only includes “female” and “male” as options. It was noted that the 2016 consumer satisfaction surveys have been updated to include transgender options. Danielle shared that the DCTS is looking at this issue and considering changes to other surveys as well.
    - The Committee discussed the fact that there only 4% of consumers served were between the ages of 65 and 74, and that there were zero consumers who were 75 years and older. There are several contributing factors including other supports and services available to seniors, including Family Care. The Committee would like to explore the topic of Family Care and CCS and revisit it at a future meeting.
    - There was also discussion around the topic of “Veteran Status”. According to the report, 0% of consumers in our region are Veterans. According to 2014 statewide data, only 2% of CCS consumers were identified as Veterans. Several factors were discussed including:
      * For several reasons, an individual who served in some capacity may not consider themselves a “Veteran”. Dan shared the example of an individual who may have been dishonorably discharged.
      * How the information is gained (is the consumer asked at any point, or is a CCS staff person making a decision based on the information they have).
      * How the question is worded. Dan suggested asking, “have you served in the military”, as opposed to, “are you a Veteran”.
      * The use of Evidence-Based Practices was identified as an area to build on. This will be an ongoing focus for our QI Committee.
      * Lori Martin will update the report and post on the CWHP website.

**7. Regional Fiscal Updates and Discussion**

* Dawn Buchholz shared an update that Waushara County applied for an overhead override related to Neshkoro-related expenses, which was denied.
* There is interest in reviewing current CCS contracted provider rates across the region and discussing the possibility of rate standardization. Lori Martin will coordinate a meeting of the Fiscal Directors and CCS Service Directors to begin the discussion.
* Discussed future involvement of the Fiscal Directors in the Regional Coordinating Committee meetings. The group didn’t feel there was a need for attendance at all meetings – options discussed included attendance by phone and/or having “Fiscal Updates” on the agenda only as needed.

**8. Other**

1. Planning for 2017 meetings – a draft 2017 schedule was distributed. Counties were asked to check the availability of meeting space in their location for the tentative date assigned.
2. Crisis stabilization update –
   * The State released a $250,000 RFP to support a child crisis stabilization facility. Winnebago County may be interested, but it is uncertain whether they applied. Pillar and Vine is no longer being pursued as an option.
   * Columbia, Dodge, Waushara, and Washington counties have a conference call tomorrow to discuss their collaborative in-home crisis response project proposal. The 8-county In-Home Safety Services (IHSS) program they were going to build on has dissolved; however, several counties continue to be interested.
3. Tim Cottingham shared the Continuus / Family Care 2015 Annual Report
4. Clint Starks suggested the importance of public relations, including the sharing of success stories with legislators. Lori Martin encouraged Coordinating Committee members and CCS staff to share success stories and testimonials, which she can, with permission, post on a “testimonials” page on the regional website.

**9. Next meeting** – Wednesday, December 14th, Adams County Community Center; 569 N. Cedar Street, Adams, WI

**Meeting adjourned at 11:50 AM**

* 1. Discuss agenda items
     + Overview of White Pine’s role – past, present, and future
     + Dawn suggested a standing agenda item for future meetings that offers the consumer/community members a chance to share updates including what’s working, what’s not, suggestions for improvement

**APPENDIX A**

**Central Wisconsin Health Partnership (CWHP)**

**Shared Services Regional Comprehensive Community Services (CCS)**

**Regional Coordination Committee Handbook**

**Table of Contents**

**Section 1: Overview of the CWHP**

*Additional information available at:* <http://www.cwhpartnership.org/the-cwhp.html>)

* Regional Website
* Mission, Vision, Charter, and History
* Organizational Chart
* CWHP CCC Memorandum of Understanding

**Section 2: CWHP Regional CCS**

*Additional information available at:* <http://www.cwhpartnership.org/regional-ccs.html>

* Overview of CCS and the CWHP shared services region
* Outline of 2016 Regional Quality Improvement Priorities (*Additional information available at:* <http://www.cwhpartnership.org/qi-subcommittee.html>)
* Outline of 2016 Training Committee Priorities (*Additional information available at:* <http://www.cwhpartnership.org/training-subcommittee.html>)
* Current Regional CCS Coordination and Consultation Work Plan, and most recent Work Plan Progress Report
* Regional CCS Plan Addendum for Shared Services

**Section 3: The Regional CCS Coordination Committee**

*Additional information available at:* <http://www.cwhpartnership.org/regional-coordinating-committee.html>

* Regional CCS Coordination Committee Policy and Procedures
* Coordinating Committee Membership list
* Agendas and minutes from recent meetings

**Section 4: Recent Regional Reports**

*Additional information available at:* <http://www.cwhpartnership.org/regional-resources.html>

* Regional CCS 2015 Consumer Satisfaction Survey Report

**Appendix: CCS governing documents**

*Additional information available at:* <http://www.cwhpartnership.org/general-resources.html>

* Chapter DHS 36: Comprehensive Community Services for Persons with Mental Disorders and Substance-Use Disorders
* ForwardHealth Update June 2014-42