**Central Wisconsin Health Partnership**

**Comprehensive Community Services Regional Coordinating Committee**

**Quality Improvement Committee**

Thursday, November 10th, 2016

Montello, WI

**Present:** Gretchen Malkowsky (Green Lake), Amanda Negaard and JoAnn Geiger (Juneau), Tancy Helmin (Marquette), Jan McDonough (Waupaca), Tanya Amos (Waushara), Dan Naylor and Lori Martin (White Pine Consulting)

1. Site updates

* Adams – Allison was unable to attend today’s meeting. Adams County has 16 consumer satisfaction surveys completed (2 – Youth; 6 – Family; 7 – Adult; 1 – refusal) with 13 survey left to complete.
* Green Lake – Gretchen has been involved since 2007, took last year off, and is currently coordinating CCS. She’s also involved in Children’s Long Term Support (CLTS). Just hired a new service facilitator; looking to hire another. Currently serving 22 – 23 consumers; and have several referrals waiting.
* Juneau – Amanda recently stepped into the role of CCS/CST supervisor, after 2 years as a service facilitation. A request has been made to their Board for approval for another service facilitator. Currently have approximately 3 FTE service facilitators. 9 referrals waiting. Currently service approximately 32 consumers.
* Marquette – Tancy introduced herself as a consumer representative for Marquette County.
* Waupaca – Jan was recently hired as Waupaca County’s CCS Service Director; this is her second week. Jan is a Licensed Professional Counselor (LPC); her previous work was in the non-profit world, working with individuals with issues such as domestic violence and substance use.
* Waushara – Tanya shared that Waushara’s program continues to grow. Her staff responded well to the TARP training.

1. Regional Coordinator updates
   1. CCS Review Project – formation of the project is by direction of the DHS Secretary, Linda Seemeyer. The Wisconsin County Human Service Association (WCHSA), county, and tribal representatives had an initial phone conference with the Project coordinators Mona Nelson (DHS), and Julie Anstett (DHS Area Administration Director), followed by an in-person meeting in Madison on Monday with representatives from DHQ, DHCAA, OIG, and DCTS. The non-state members of the group were under the impression based on the initial phone call that the purpose of the meeting was to get on the same page regarding interpretation of DHS 36.13 - .17, by going line-by-line through the sections of the rule. In preparation, Lori developed a grid with the rule in one column, and questions, cross-references, and comments in another. The actual day’s agenda was much different. By the end of the day, thanks to the persistence of the county and tribal representatives who were there, the group agreed that the next meeting would include the line-by-line review, using the grid as a guide. The next meeting is set for Tuesday, November 29th. In the meantime, other county/tribal and WCHSA representatives in the group are going to add their questions and comments to the grid.
   2. Statewide QA/QI Workgroup – supposed to be working in complement to the CCS Review Project, although both have deliverables that could potentially overlap. For example, guiding material for counties and tribes. The group is currently reviewing documents that were developed by the NE Regional QA/QI workgroup Lori has been involved in. The next meeting is scheduled for November 29th (same day as the CCS Review Project Meeting).
   3. 2016 Consumer Satisfaction Surveys – date due 12/31 to DCTS, completed surveys to White Pine by 12/15.
2. Sample AODA screening tools (CRAFFT, AUDIT-C, DAST-10)

* In follow-up to the Service Facilitator discussion in September meeting, Lori shared sample AODA screening/pre-screening tools at their October meeting that can be self-administered, including:
  1. CRAFFT (Part A) – an alcohol and drug prescreen tool for adolescents
  2. AUDIT-C – an alcohol prescreen tool for adults
  3. DAST-20 – a drug screening tool for adults
* Links to these tools and more can found on the CWHP website: <http://www.cwhpartnership.org/regional-ccs-forms.html>
* Decision made to take the tools back to their counties and share with their AODA professionals to get their feedback

1. 2017 Quality Improvement Priorities
   1. Guiding documents:

* 2016 Priorities
  + Training or advocates / county survey administrators
  + Handbook for consumers
  + Improve meaningful involvement of consumers; Importance of mentorship on committees; acronyms
  + Explore consumer forum
* 2015 Regional CCS Survey results
* 2016 Consumer Satisfaction survey results
* Statewide and regional workgroup results
* Feedback from Service Facilitators - consumer data tracking spreadsheet
  1. Lori will consolidate information from the guiding documents and develop a draft outline for review at the next committee meeting.

1. Other
   1. CCS Consumer handbook – Lori shared a sample handbook developed by the Lakeshore Recovery Consortium (Jason Latva). There is interest in developing a similar handbook for our region. Dan will distribute the sample to the consumer workgroup that helped develop the Regional Coordinating Committee handbook to get their feedback.
   2. Dan shared that he will be co-facilitating a workshop in Green Lake County on crisis planning and collaboration. Co-presenters include a police officer and a Human Service Director.
2. 2017 proposed schedule (every other month, approximately 2 weeks prior to Regional Coordinating Committee Meetings). Training 12:30 – 2:00 and QI Meetings 2:00 – 3:30:

* Thursday, January 19th
* Thursday, March 23rd
* Thursday, May 25th
* Thursday, July 20th
* Thursday, September 21st
* Thursday, November 16th (the 23rd is Thanksgiving Day)