

Central Wisconsin Health Partnership (CWHP)
Regional Comprehensive Community Services (CCS) Coordinating Committee Meeting
Wednesday, December 14th, 2016, 10:00 – 12:00
Adams County Community Center

Present: Kelly Oleson and Melissa Winsor – Adams County; Gretchen Malkowsky – Green Lake County; JoAnn Geiger, Tim Cottingham, and Scott Ethun – Juneau County; Mandy Stanley, Tancy Helmin, and Clint Starks – Marquette County; Dennis Wedde, Dawn Buchholtz, and Tanya Amos – Waushara County; Jan McDonough and Sherrie Nichols, Waupaca County; Dan Naylor and Lori Martin – White Pine Consulting Service

1. Welcome and Introductions.

- Meeting called to order by Dennis Wedde, Committee Chair, at 10:10 AM.

2. Approval of agenda

- No corrections or additions were noted

3. Approval of meeting minutes from October 5th, 2016 meeting

- No corrections or additions were noted

4. County Updates

- **Adams** – Kay Saarinen-Barr and Allison Else are attending sessions on trauma-informed counseling today. An additional therapist position has been approved.
- **Green Lake** – There are currently 26 participants in CCS; a full-time service facilitator position is currently vacant; planning to start working with Living Anew in Neshkoro (provide equine-assisted therapy).
- **Juneau** – Currently working with 39 CCS consumers, one consumer is pending completion of the Functional Screen, and seven in the referral phase. Service facilitator case load: 2 full-time Service Facilitators are working with 14 – 16 clients each; one Therapist currently serves 9 consumers; and a supervisor is working with 3. Currently petitioning to add another Bachelor-level CCS Service Facilitator position.
- **Marquette** – Currently serving 12 – 13 consumers; there a couple of recent referrals. Clint Starks is currently providing service facilitation for 4 consumers, and Jodi Williams is working with the remaining. Recently expanded their provider network to include Steve Shekels with Progressive Parenting Solutions, Transitions Behavioral Health, and Therapy Without Walls. Recently had a position approved for an additional CCS Service Facilitator, but must wait until March to fill the position.
- **Waupaca** – Currently serving 2 consumers. Jan McDonough started as the CCS Service Director on October 31st. Waupaca County is looking forward to opportunities to grow CCS.
- **Waushara** – Currently working with 38 CCS consumers; 2 consumers are in the screening process, and a new referral was received from a psychiatrist. Their newest Service Facilitator, Johnathan Lynch, is already working with 11 consumers. Each Service Facilitator works with approximately 11 – 12 consumers. They are planning several holiday parties including one for adult males, one for youth, and a women’s potluck and craft party. One consumer is teaching a craft group for other consumers. Currently seeking a respite provider – may go through Zimmerman Management Group out of Milwaukee.

5. Consumer / community member updates – what’s working, what’s not, suggestions for improvement

- Tancy Helmin offered that we might consider developing a subcommittee of consumers / a peer-to-peer group.
- Melissa Windor shared several updates including: Adams Friendship’s Project Aware Grant; her attendance at the Building the Heart of Successful Schools Conference; and that she’s proud of the efforts happening in Adams County.
- Tim Cottingham shared they have active consumer involvement on their local CCS coordinating committee. A consumer recently shared her success story gave a nice presentation; she may be willing to share her story with our Regional Coordinating Committee. Suggestion to consider the April meeting which will be in Juneau County.
- Scott Ethun referenced the upcoming meeting with the Secretaries Anderson (WI Department of Children and Families) and Seemeyer (WI Department of Health Service), and the importance of “telling the story”, including the message of recovery from the consumer’s perspective.

6. Overview of White Pine’s Role – past, present, and future

- Dan Naylor and Lori Martin gave a PowerPoint presentation (*please see attached handout: CWHP Shared Services CCS Region – Overview of White Pine Consulting’s Role – Past, Present, and Future*)

7. Juneau County’s Contract Liaison Report – Scott Ethun and JoAnn Geiger

- Scott Ethun reports that he and JoAnn Geiger continue to have meetings with Dan Naylor and Lori Martin every 2 – 3 week to discuss regional CCS related topics including the status of training, quality assurance (QA), and peer-to-peer forums. Scott also shared that he appreciates Lori’s involvement on the regional and statewide QA committees.

8. Regional Coordinator Report

a) General

- Lori Martin circulated a sheet for Committee members to sign up for A) a hard copy of the Regional Coordinating Committee Handbook, and B) participation in a walk-through / orientation at 9:15 on February 1st (prior to the next Regional Coordinating Committee Meeting).
- Lori Martin, Chuck Price, and Scott Ethun will be participating in a meeting sponsored by the CWHP with Secretaries Seemeyer and Anderson. The agenda includes an overview of the 6-county partnership, highlighting the collaboration between human services and public health. Lori, Chuck and Scott will be sharing an overview of our regional CCS efforts.

b) Training Subcommittee Report

- Question regarding orientation training requirements
 - According to DHS 36.12, providers must receive 20 or 40 hours of orientation training (depending on experience) “within 3 months of beginning employment”. That has been interpreted to mean a 6-month period (3 months prior starting of employment to 3 months after).
 - The following question was submitted to the DCTS:
For a provider like Therapy Without Walls (as an example) who provides services to many several CCS programs across the state; do individual staff members have to redo their 20 – 40 hours of training if they start providing services in a new county if the training they received in the neighboring county occurred more than 3 months ago?
 - Following is the response:
For providers who are currently providing services within other CCS Counties, they would not have to redo the required training hours, but would have to provide

documentation/verification of the training and hours that has been completed by each individual that is working with a CCS consumer. If there are additional trainings that the County requires to be completed then this would need to be completed and the County would need obtain these records as they would for all other contracted providers.

- Provider development / shared services
 - Several of the CCS Service Directors visited Two Friends Healing Arts' office in Montello for an overview of their services available to CCS consumers, and an experiential session of acupressure stress relief. Service Directors were provided with packets including research related to their services. The practitioners have been trained to provide CCS services, and are waiting for referrals from Marquette and surrounding counties.
 - Marquette and Juneau Counties are collaborating on "Steps" – a structured 20-week emotional regulation group for adults. Planning to begin with 6 – 10 consumers from Marquette and Juneau county. Planning to begin mid to late January, every Tuesday - 1:30 – 2:30, and 3:00 – 4:00.
- On November 2nd, the region sponsored a workshop on "Consumer-Centered CCS Assessment" facilitated by Lori Marin, Amanda Negaard, and Erika Cattle. The workshop was attended by 18 individuals representing 5 of the 6 counties in our region.
- This afternoon, a regionally-sponsored "Recovery-Orientated Concepts in CCS" is being facilitated by Maria Hanson, Certified Peer Specialist with Mendota Mental Health Institute, and Lalena Lampe with the Wisconsin Department of Health Services.
- The Training Subcommittee is currently planning for 2017 workshops including dates, locations, topics, and presenters.

c) Quality Improvement (QI) Subcommittee Report

- At its November meeting, the QI subcommittee began reviewing 2016 priorities and progress, and developing 2017 priorities. One priority discussed is development of a central database to track CCS data that the state collects on a quarterly and annual basis that isn't already reported through the PPS system. Jan McDonough has experience in developing databases and has agreed to work with Lori Martin on the project.
- The 2016 Consumer Satisfaction Survey process is wrapping up; surveys are due to White Pine by December 15th. White Pine will then input the data, submit it to the State, and develop a regional report which will be shared with this Committee.
- Lori Martin is involved in three complementary workgroups that are addressing QI & QA:
 - CCS Review Project –
 - Formation of the project is by direction of the DHS Secretary, Linda Seemeyer. The group includes representatives of the Wisconsin County Human Service Association (WCHSA), county and tribal representatives, the Division of Quality Assurance (DQA), Division of Health Care Access and Accountability (DHCAA), Office of Inspector General (OIG), and the Division of Care and Treatment Services (DCTS).
 - There was an initial meeting in Madison on November 7th, at which there were questions raised regarding the purpose and functions of the group. The November 29th meeting was cancelled; Lori is standing by for word on whether the workgroup will meet again.
 - Northeast (NE) Regional and Statewide QA/QI Workgroups –
 - The NE regional workgroup has developed a comprehensive internal file review tool based on DHS 36, Medicaid, and OIG audit results. The workgroup has also developed several sample forms.
 - The statewide QA/QI workgroup's goal is to develop a toolkit for sites. This statewide group has reviewed the tools developed by our NE regional group and is adopting them.

The plan is to have an initial toolkit available to be presented at the April CCS Statewide Meeting.

d) Update on meeting regarding the standardization of CCS provider rates

- On November 28th, Lori Martin met with the region's CCS Service Directors and Fiscal Managers to review current CCS provider rates and discuss the possibility of standardization. In preparation, the counties sent their rates to Lori who developed a comparative spreadsheet. The group felt this spreadsheet is a helpful tool and will be useful in negotiating 2017 rates. Lori will update the document mid-year.
- Clint Starks shared that CCS has been a conduit to services coming to Marquette County.
- Lori also touched base with the Fiscal Managers regarding White Pine's activities, expenditures, and billing practices, and the consensus was that current documentation and practices are fine. The Fiscal Managers report no issues with 2015 reconciliation of White Pine's activities.

9. Other

a) CCS Consumer Handbook –

- A sample handbook developed by the Lakeshore Recovery Consortium (Jason Latva) has been shared with the QI and training committees, as well as the service facilitators.
- 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.
- Tancy noted that reference to having natural supports on teams should be added to the section on team involvement
- Lori Martin will resend the sample handbook to this Committee

b) Crisis stabilization update –

- Dawn Buchholz shared that “crisis stabilization” is planned to be a topic of discussion with the Secretaries Anderson and Seemeyer. Columbia County, Waushara County, and Lutheran Social Services (LSS) had developed a proposal built on the In-Home Safety Services model, which will be changing significantly in 2017. As a result, the proposal has been put on hold. Waushara County has a conference call scheduled with Washington County regarding contracting with LSS for safety services. Waushara is considering contracting with Washington County for in-home safety services and crisis stabilization services; there is a need to determine feasibility. Barriers include: meeting the requirements of both DHS and DCFS, and sustainability. There is a \$250,000 grant through the DHS to support start-up for youth crisis stabilization facility – but it is unknown whether anyone is applying.
- The efforts of Pillar and Vine to develop a stabilization facility have stalled due to difficulties in meeting regulatory requirements.

c) Planning for 2017 meetings – Dennis Wedde requested switching the April meeting date from April 5th to April 12th.

9. Next meeting – Wednesday, February 1st, 2017, Green Lake County Government Center

Meeting adjourned at 11:55 AM

a) Discuss agenda items

- Consumer share her story with our Committee (suggestion for April 12th meeting).