

Regional CCS Coordinating Committee Meeting
Wednesday, February 10th, 2016
Green Lake County Government Center

Present: Dennis Wedde, Tia Bourdo, Dawn Buchholz, and Tanya Amos – Waushara County; Kelly Oleson, and Kay Saarinen-Barr – Adams County; Tim Cottingham, Scott Ethun, Erika Dorrington, and JoAnn Geiger – Juneau County; Mandy Stanley and Clint Starks – Marquette County; Linda Van Ness, Paul Vander Sande, and Jason Jerome – Green Lake County; Chuck Price, and Sherri Nichols – Waupaca County; Dan Naylor, Dr. Rick Immler, and Lori Martin – White Pine Consulting Service

1. Welcome and Introductions

- The meeting was called to order at 10:05 AM

2. Approval of agenda

- Tim Cottingham made a motion to approve the agenda, Erika Dorrington seconded. All in favor, motion approved.

3. Approval of meeting minutes from December 2nd, 2015 meeting

- Tim Cottingham made a motion to approve the December 2nd meeting minutes, Erika Dorrington seconded. All in favor, motion approved.

4. County Updates

- **Adams** – Kay shared an update. Diane Cable left her position as Director of Adams County Health and Human Services Department to take a different position. Her last day was February 8th. They are currently advertising for this position; Kelly Oleson is acting as Interim Director. Their CCS Service Director, Tamara Laskowski, resigned. They got permission from their Board to add a service facilitator. The two current service facilitators each have 14 consumers. There are 14 individuals who have been referred to CCS who are interested in services.
- **Green Lake** – Jason shared that they added 9 consumers during the third quarter, and are up to 16. They are looking into contracting with Lutheran Social Services for additional service facilitators.
- **Juneau** – JoAnn shared an update. Currently have three service facilitators; JoAnn will be requesting a permission to hire a fourth. Their current service facilitators serve multiple functions. Currently have 24 consumers, and 3 or 4 in the referral process. Groups for consumers continue, including a stress and relaxation group, art group, and the possibility of starting a “walking and talking” group.
- **Marquette** – Mandy shared an update regarding Marquette County’s pending CCS certification. When Clint met with Cheryl Lofton a couple of weeks ago, she made a commitment to follow-up with Erin Taylor from DQA regarding scheduling a visit. Clint has since followed up with Cheryl; the hope is that a visit will be scheduled soon.
- **Waupaca** – Chuck shared an update. Waupaca’s situation regarding CCS certification is similar to Marquette’s. They did receive an email from Mark Hale with DQA in which he shared that DQA staff medical leaves have hampered their ability to schedule a visit.
- **Waushara** – Dawn shared an update. They are working with Family Health La Clinica to contract for an Advanced Practice Nurse Prescriber (APNP) 2 – 3 days per week. She also shared that their crisis team responded to a crisis involving a CCS consumer last night and the crisis worker commented that the CCS safety plan was helpful in the situation. Looking at training and certifying a provider in Oconomowoc – Genesee Lake School. Looking to White Pine to help with orientation of new staff.

5. Regional Coordinator Report

A. Contract update

- With the transition of Diane Cable, Adams County will continue to administer White Pine's contract, and Scott Ethun and JoAnn Geiger (Juneau County) will be the lead for ongoing support and communication.

B. Service Facilitator Peer-to-Peer forum – Dan

- Took place on Jan 25th in Montello and was attended by 9 service facilitators representing the four certified counties and Clint from Marquette. Group identified key resources and supports as well as issues they face. They then prioritized the issues and chose "parent not having the same goals as youth" as a topic for the day. Decided to meet monthly – next meeting February 23rd in Wautoma.

C. Service Director Peer-to-Peer forum

- Met on January 20th. Areas identified by the CCS Service Directors as priorities for White Pine's assistance include:
 - Development of regional orientation and training plan, with priority of orienting new providers
 - Coordinate the Consumer Satisfaction Survey Process
 - Coordinate / centralize provider training records as much as possible (limitations including confidentiality considerations)
 - Look for opportunities to develop additional shared services
- Next meeting – February 17th

D. Regional Coordinator Discussion

- Dan and Lori participated in a conference call with three other regional CCS coordinators – Marie Lepine (Racine, Kenosha), Jason Latva (Door, Kewaunee, Shawano), Jill Ellinwood (Clinical Coor in Sauk, in region with Columbia and Richland). Discussed roles, responsibilities, what's working, and challenges.
- Role similarities – CCS orientation and training as a focus, and supporting forums for staff (service facilitators, service directors, coordinating committee).
- Challenges – coordination and relationships between the counties in the region; securing providers; recruitment and retention of staff.
- Another phone conference has been scheduled for March 10th

E. Regional CCS Enrollment Update

- Lori shared a regional 2015 enrollment report. Consumers served at the end of 1st quarter – 82, 2nd quarter – 80, and 3rd quarter – 83.

F. Training Committee

- 2-day workshop for CCS service facilitators and Coordinated Services Team (CST) care coordinators held in Waupaca on Dec 8th and 9th. Summary of evaluations and PowerPoint slides can be found on the training page of the CWHP website. It was a challenge to provide information on both CCS and CST. It was helpful to have Teresa Steinmetz and Kenya Bright present.
- Regional orientation and training plan
 - The Northeast Behavioral Health Partnership is developing web-based CCS training modules which may be an important resource. Sharon Locklin will be presenting on this topic at the March 2nd CCS Learning Collaborative.
 - Dr. Rick Immler shared topics of current training he could provide to our region, including:
 - Evaluating First Episode Psychosis

- Risk Assessment with Early-onset Psychosis
- Assessment and Treatment of Children Served by Child Welfare Agencies
- Mental Health Literacy
- Overview of State and County Mental Health Funding
- Assessment and Treatment of Bipolar Disorder in Children
- Overview of “Evidence-based Practices”
- Public Funding Opportunities in Home Visiting
- The 2016 CCS Learning Collaborative schedule has been sent to the Committee and is also posted on the CWHP website. Following this meeting, Sharon Locklin will be facilitating a learning collaborative on the topic of Documenting CCS Service Claims; and Sharon Locklin with the Northeast Behavioral Health Training Partnership will be facilitating the March learning collaborative on their development of web-based CCS training modules.
- The training committee expressed interest in promoting and utilizing EBP in the region, with a focus on quality and fidelity. Every year, the DMHSAS asks Community Support Program (CSP) and CCS programs to report on their use of EBP’s with consumers. Lori Martin sent additional information to the subcommittee including the DMHSAS’s EBP definition packet. This will likely be an ongoing topic for discussion by the training and QI committees.
- The 2016 training and quality improvement subcommittee meeting schedule is on the CWHP website online calendar. Both committees will be meeting every other month, a week or two prior to RCC meetings

G. Quality Improvement (QI) Committee

- The QI committee has been planning around regional data collection and analysis. Dr. Immler will be meeting with representatives from each county for the purpose of:
 - Understanding the perspective of the end-user as it relates to data input (consistency, challenges, time requirements), and data validity,
 - Understanding from an administrative perspective how data can be helpful, and
 - Determining what would be helpful regarding training needs that could improve the quality, efficiency, and benefit of the data
- The Committee reviewed and approved ATTACHMENT A: 2015 Consumer Satisfaction Survey Recommendations by the Quality Improvement Committee.
- The QI subcommittee addressed the topic of outreach and identification of elders (60+). Approximately 4% of the region’s CCS consumers are elders, which mirrors the statewide average of 5%. The subcommittee committee acknowledged that efforts should continue to identify elders who are eligible and who could benefit from CCS, but also discussed possible reasons the numbers are low including the existence of other successful programs that serve elders such as Aging and Disability Resource Centers, Aging Departments, and Community Support Programs. The Committee reviewed and approved the QI subcommittee recommendations, which included:
 - Continue outreach, education, and PR efforts (e.g. Marquette giving presentations and material to nursing home administrators, and Waushara’s outreach to the ADRC and DOA)
 - Incorporate topics unique to serving elders in orientation and training plan (e.g. MHSA concerns and dementia)
 - Include as topic at peer-to-peer forums and CCS learning collaboratives
- The QI subcommittee has been discussing ways to expand regional shared services. Examples of services that have been discussed as possibilities include: Therapy without Walls, Masters level therapeutic mentors, Lutheran Social Services, and equine therapy providers.

6. Other

A. Regional CCS Policy Addendum for Shared Services

- Lori Martin has taken the lead on the project of updating the Regional Policy Addendum for Shared Services. The goal is to have a semi-final draft to share with the RCC by the next meeting (April 13th). Dawn Buchholz has offered to review the document, and to then forward it to JoAnn Geiger who will share it with the CCS Service Directors for discussion at one of their upcoming meetings. Once their suggestions have been incorporated, a semifinal draft will go out to the Agency Directors and RCC for review and approval.

B. Member Engagement – Consumers and Providers

- Discussed consumer recruitment, engagement, and meaningful participation at our recent QI committee meeting; as well as the importance of an orientation process for consumers and all new RCC members. This will be a continued area of focus for the QI committee.

C. Crisis Stabilization

- Dawn Buchholz shared an update. There is a meeting regarding in-home crisis stabilization efforts on February 17th in Columbia County. The hope is to have draft proposal to submit to the State Department of Health Services and Department of Children and Families to start piloting in-home crisis stabilization efforts in Columbia and Waushara Counties.
- Mandy Stanley shared that she toured Pillar and Vine, and agency that is creating a crisis stabilization facility for youth in Fond du Lac County. Consists of four separate apartments, each to be licensed to provide crisis services for youth.
- Kay Saarinen-Barr shared that Adams County is supplementing their foster care respite provider to provide CCS service array services.

7. Next meeting – Wednesday April 13th, 2016, 10:00 – noon, in Mauston

Meeting adjourned at 11:41

ATTACHMENT A

Consumer Satisfaction Survey Recommendations by the Quality Improvement Committee

General area to be addressed - **Survey administration**

QI Committee Discussion and Recommendations: White Pine Consulting coordinate as much of the survey administration process as possible, including:

- Central contact with DMHSAS for the region
- Standardization of materials and method (in-person interview when possible)
- Develop and train interviewers (may be staff from each county, a regional “pool” of consumers or peer specialists, or a combination of both)
- Survey collection
- Data analysis and reporting

Next step: White Pine will develop a plan outline for the 2016 Consumer Satisfaction Survey administration for review and further development by the QI committee.

Area to be addressed based on the results of the ROSI Adult Satisfaction Survey – **Employment and Basic Needs**

Survey Item: *Mental health and/or substance abuse services helped me get or keep employment.*

Consumer response: 55.6% often or almost always/always (44.4% never/rarely or sometimes)

Survey Item: *I have enough income to live on.*

Consumer response: 38.9% agree or strongly agree (61.1% disagree or strongly disagree)

QI Committee Discussion and Recommendations:

The responses to both items are indicative of the economic reality in the region. The committee agreed that there are unanswered questions related to these issues as they apply to our region’s CCS Consumers.

One of the themes of the regional Economic Health Summit held in August 2015 was “Workforce Development” including considering options for regional economic development. Sarah Grosshuesch, Adams County Public Health Department would have information regarding any planned sub-group work or follow-up in this area.

There are several community partners who may have information or be helpful in this area including but not limited to: Fox Valley and other Technical Colleges, Departments of Vocational Rehabilitation, County Veterans Service Officers, and CAP Services.

Depending on the information gathered, the region may consider developing related shared services such as Supportive Employment or Job Coaching.

Next Steps:

- Waushara will put together a few clarifying questions for Service Facilitators to ask Consumers in hopes of getting more information about the issue.
- White Pine will contact Sarah Grosshuesch for information related to the work of the Economic Health Summit workgroup
- QI Committee will develop a plan based on the information gathered.

Area to be addressed based on the results of the MHSIP Youth and Family Surveys –
Youth Participation and Social Connectedness

Survey Item: *I felt I had someone to talk to when I was troubled.*

Consumer response: 56% agree or strongly agree (44% disagree or strongly disagree)

Survey Item: *I participated in my own treatment*

Consumer response: 67% agree or strongly agree (33% disagree or strongly disagree)

Survey Item: *I know people who will listen and understand me*

Consumer response: 89% agree or strongly agree (11% disagree or strongly disagree)

Survey Item: *I have people that I am comfortable talking with about my problems*

Consumer response: 67% agree or strongly agree (33% disagree or strongly disagree)

QI Committee Discussion and Recommendations:

The QI committee saw the results as relatively positive, although there is room for improvement. The recommendation is to emphasize consumer, and especially youth, engagement and trust-building with Service Facilitators.

Next Steps:

- White Pine will include youth engagement and trust-building as a topic for the Service Facilitator Peer-to-Peer forum
- White Pine will include as a topic on the regional orientation and ongoing training plan
- The topic will be included in future 2-day “Consumer Family and Teaming Process” workshops for new Service Facilitators
- Consumer recruitment, engagement and participation on the Regional Coordinating Committee (RCC) and subcommittees be added to the February RCC agenda

Area to be addressed based on the results of the MHSIP Youth and Family Surveys –
Outcomes

MHSIP Youth and Family Satisfaction Survey Items	YOUTH % Strongly Agree or Agree	FAMILY % Strongly Agree or Agree
I am (my child is) better at handling daily life.	67%	60%
I (my child) gets along better with family members.	67%	60%
I get (my child gets) along better with friends and other people.	78%	40%
I am (my child is) doing better in school and/or work.	78%	67%
I am (my child is) better able to cope when things go wrong.	56%	40%
I am satisfied with our family life right now.	67%	17%
I am (my child is) better able to do things he/she wants to do.	78%	40%

QI Committee Discussion and Recommendations:

Positive outcomes in CCS are directly related to the specific needs and goals of the consumer as outlined in their individualized Recovery Plans. The recommendation of the committee is to focus on quality service facilitation including the accurate identification of consumer goals and preferences, and the development of effective person-centered Recovery Plans that result in meaningful outcomes.

Next Steps:

- White Pine will include as a topic for the Service Facilitator Peer-to-Peer forum
- White Pine will include as a topic on the regional orientation and ongoing training plan
- The topic is and will be included in future 2-day “Consumer Family and Teaming Process” workshops for new Service Facilitators