

**Central Wisconsin Health Partnership  
Comprehensive Community Services (CCS)  
Regional Coordinating Committee (RCC) Meeting  
Wednesday, March 9, 2022, 10:00 – 12:00**

**Participants:** Adams County: Adam Short, Kelley Oleson, and Diane Osborn; Green Lake County: Jason Jerome, Joy Waterbury, Greg Metzler, and Kate Meyer; Juneau County: Tim Cottingham, Tara Achley, Dawn Buchholz, Jo, Angeline Winchel, Alivia Lensing, and James Kurtz; Marquette County: Rachel Nelsen, Mary Walters, Dawn Woodard, and Mandy Stanley; Waupaca County: Ted Phernetton, Kay Saarinen-Barr, and Brenda Freeman; Waushara County: Jeremy Woodliff; DHS Northeast Area Administration: Julie Shew; CCS Regional Coordinator: Lori Martin

**1) Welcome and Introductions**

**2) Approval of agenda**

- Agenda approved

**3) Approval of meeting minutes from December 15, 2021, meeting**

- Marly Walters motioned to approve the 12/15/21 meeting minutes; Jason Jerome seconded; motion carried.

**4) County Updates (share a success story or a unique service or support)**

- Adams – added one client during first quarter. Have seen significant client turnover in the past two months. Have been making an effort to bring more services in-house; recently hired an individual to provide Independent Skill Development – already have a full caseload.
- Green Lake – have seen success on teams that have been able to support individuals experiencing difficult situations in their communities and avoid placements. Personal contact has been key – sitting in living rooms, being with families, open communication and relationship building.
- Juneau – 51 enrolled consumers, 12 on referral list. In January hired 2 new therapists – one for outpatient clinic (now have 4), and the other specific to CCS. One therapist has their SACIT (Substance Abuse Counselor in Training) certification, and two other therapists are working toward it. New public health nurse starting on March 28 will work with CCS/CST and clinic clients. CCS fully staffed, would like to bring on a Peer Support Specialist. Sauk County is putting on a free virtual training for certification. Dawn will connect with the organizer to see if the invitation can be extended to our region.
- Marquette – 20 consumers enrolled and two in the process of enrolling. New hire – February 1<sup>st</sup> new CCS coordinator (caseload of 8 or 9). Someone has accepted the behavioral health support person position, starting later this month; they have lived experience, and the hope is that they will complete the Certified Peer Specialist training.
- Waupaca – fully staffed with 5 CCS facilitators. 45 cases with 4 pending. Referrals continue. Have an open therapist position, have decided to make it half time out-patient, half-time CCS. One therapist moved into supervisor position overseeing mental health and crisis; Kay is overseeing CCS and the Community Support Program (CSP). Looking at rate structures of contracted providers.
- Waushara – Recently held a staff Inservice that included CST, CCS, Children’s Long-Term Support (CLTS), and CSP; 31 staff participated over 2 days. CCS is fully staffed. Peer Support Specialist is now on staff. Clinical Director position still open. Clara Voightlander is the new DHS Director. The Department is moving in positive direction. Contract with APNP for telehealth who will work with CCS clients (youth and adults).

## 5) PLEX (Persons with Lived Experience)

- a) Joint Recovery & Wellness Consortium (RWC) and CWHP Meeting
- Brenda shared an update. A joint RWC/CWHP PLEX meeting was held virtually on 2/17. Three of our CWHP PLEX members attended. The meeting was well attended and included time for peer-to-peer discussion and support. The group also discussed its goals. Of particular interest was a discussion related the Milkweed Alliance and their peer run respite resource. Brenda thinks it would be a good resource to developing in our region.
  - The next joint PLEX meeting is 3/17/22, 9:00 – 11:00, with guest JoAnn Stephens, Consumer Affairs Coordinator with DHS.
  - Lori will continue to forward email messages from the RWC PLEX group to our PLEX members. If a PLEX member would like to be added directly to the RWC PLEX email group, please contact Jessica Barrickman: [jbarrickman@co.chippewa.wi.us](mailto:jbarrickman@co.chippewa.wi.us).
- b) The following CWHP PLEX priorities were brainstormed during the 1/12 meeting, and revisited during this morning's meeting:
- Online support group – local
  - Statewide townhall meeting – call in or listen to a session. Similar to what they do with the VA. Support and direction.
  - Regional meetings – connect with PLEx groups from other regions
  - Provide feedback and bring barriers and solutions to the CCS Coordinating Committees (local and regional)
  - Get information into the hands of people: help ensure the right supports are available to people at the right time / that people know what services and supports are available
    - Ask that workers share brochure or list of resources / services (including CCS) with a wider range of people they come into contact with
    - Post service options in community places
    - Educating other providers – hospitals, law enforcement, schools about CCS and available services

## 6) County Board Member Report

- Juneau (Tim Cottingham) – nearly fully staffed; he feels they have a good process for staff recruitment.
- Marquette (Mary Walters) – struggling to find a therapist. Local coordinating committee will be meeting every other month instead of monthly. As chair of Marquette's Human Services Committee, Mary is asking that each month a program be highlighted as an educational piece. At March meeting, the Community Support Program (CSP) was highlighted; she was pleased to see how well received it was by the Committee. Future meetings will include other programs including CCS. Goal is to have a CCS presentation at a full County Board meeting as well.
- Waupaca – Ted shared that the position held by Jan Lehrer on the Board won't be filled until after the Spring elections.

## 7) Green Lake County's Contract Liaison Report

- a) **2021 Regional Coordination (White Pine Consulting) Satisfaction Survey**
- Positive feedback consistent with past years – appreciate consultation, support, quality of information, responsiveness, support and expansion of the PLEX group.
  - Lori met with Mandy and Jason to review feedback on areas for improvement/focus, and then again with Jason and Kate during their regular contract liaison meeting to discuss next steps. Topics were divided into 2 categories – those to be discussed further with program

leads/managers during their every other monthly meeting, and those to be discussed during the Regional Planning Forum.

- Jason recalled when he was a CCS program lead and the important role the Quality Assurance and Training committee (supervisors / CCS coordinators from each of the 6 counties) played. It was a forum for relationship building and peer-to-peer discussion and sharing of ideas. He wonders if the dynamics and/or purpose of the group have changed – is there a need for a re-boot? Also suggests considering meeting in-person. Lori will put it on the next meeting agenda.

**b) May 2022 CWHP CCS Administration/Leadership Forum**

- Purpose:
  - Consider current agreements and structure of our shared services region
  - Consider what’s working and what could be improved
  - Plan for the future of our shared services structure
  - Report back to Regional Coordinating Committee – preliminary report at June 8<sup>th</sup> meeting
- Participants: 6 Human Service Directors, 6 county CCS leads, Lori Martin, Sara Shaver (facilitator)
- 13 possible date and time options were offered in May and 2 in early June. The morning of June 1<sup>st</sup> was chosen. The group is planning to meet in-person in Montello.

**8) Regional Coordinator Report – White Pine Consulting**

**a) DRAFT 2021 Consumer Satisfaction Survey Report**

- Before starting review of the Satisfaction Survey Report, Lori shared regional and by-county enrollment data (See Appendix A).
- Lori gave an overview of the draft 2021 regional satisfaction report that was sent to the Committee.
- The same satisfaction tools were used as in recent years – the MHSIP Adult, Family, and Youth Surveys. These are standardized surveys used nationally to determine consumer satisfaction with mental health and substance use services. In Wisconsin, it’s used to determine satisfaction with public mental health and substance use services in general, as well as when individuals are part of specific programs such as CCS, the Coordinated Services Team (CST) initiative, and the Community Support Program (CSP).
- Each of the 6 counties was again responsible for distribution of the surveys to qualified individuals. Data entry was different, however, as the State implemented a new online data collection system – the eINSIGHT Survey System, which replaces a series of Excel Spreadsheets.
- Green Lake County assisted Lori in gaining access to the regional data, and she then put together the regional report using the reporting capability of the eINSIGHT system.
- Lori noted the “glitchiness” of the eINSIGHT system. For example – sometimes 2019 data was available for comparison, sometimes it wasn’t.
- The document is to be considered a draft, and can be updated per the Committee’s request.
- Data from 122 surveys were entered into the survey system – 59 adult, 26 family, and 37 youth.

**b) Training Subcommittee report**

- During the January QA and Training committee meeting, 2022 training priorities were discussed. The group came up with a list of 15 potential topics, and suggested a survey be sent to all service facilitators in the region to help prioritize. The survey was sent electronically on February 28, and a reminder was sent 3/8 with a deadline of 3/11. As of 3/8, there were 15 responses (less than 50% of total possible) – please encourage staff to complete the survey.
- Top 3 topics so far:
  - (a) Working with individuals with substance use / co-occurring disorders
  - (b) In-home safety / de-escalation and crisis intervention strategies

- (c) Navigating the educational system (role of CESA, IEP's, Special Education)
- Lori will reevaluate the results next week and take them to the Program Leads when they meet on the 23<sup>rd</sup> of this month.

**c) Quality Improvement Subcommittee report**

- QA priorities were also discussed by the program leads and include:
  - Timeliness related to documentation and other rule / MA deadlines
  - Resume site visits / record reviews – plan for summer?
  - Tools for service facilitators to use for their own internal record reviews
  - External provider documentation including supervision logs
  - Revitalization of Coordination Committees – meaningful meetings
- Consider “tool kit” similar to what’s being put together for the Coordinated Services Team (CST) Initiative?

**9) 2022 Meetings**

- June 8, September 14, December 14
- Mary expressed interest in meeting in person in June and possibly September. Suggested surveying the Committee regarding interest. Brief discussion – interest was expressed in trying an in-person meeting in a central location (possibly Montello) with the option for virtual for those who need/want it.

**10) Meeting Adjournment**

- Motion to adjourn made by Mary Walters; seconded by Kay Saarinen-Barr; meeting adjourned at 11:59AM

**Update:**

The June 8<sup>th</sup> PLEx (9:00 – 10:00) and Regional Coordinating Committee meeting (10:00 – 12:00) will be held in-person at:

Marquette County Services Center  
Demonstration Room (Room 112A)  
480 Underwood Avenue, Montello, WI 53949

Although in-person attendance is encouraged, there will be an option for virtual participation.

Appendix A

# CWHP CCS Enrollment Report

as of 12/31/21

