

Central Wisconsin Health Partnership (CWHP)
Regional Comprehensive Community Services (CCS) Coordinating Committee Meeting
Wednesday, June 12th, 2019, 10:00 – 12:00
Waushara County Courthouse

Present: Kay Saarinen-Barr and Melissa Winsor – Adams County; Carol Hendrickson and Kate Meyer – Green Lake County; Danielle Moore, Dawn Buchholz, and Tim Cottingham – Juneau County; Mandy Stanley, Tancy Helmin, Jeremy Lee, and Mary Walters – Marquette County; Christy Pongratz, Dr. Toni Morgan-Jones, and Greg Erickson – Waushara County; Jan McDonough, Chuck Price, Jan Lehrer, Tom Jadin, and Jill Amos-Polifka – Waupaca County; and Lori Martin – White Pine Consulting Service

1. Welcome and Introductions.

- Meeting called to order by Tim Cottingham, Committee Chair, at 10:08

2. Approval of agenda

- No corrections or additions were noted; agenda approved.

3. Approval of meeting minutes from April meeting

- No corrections or additions were noted.

4. County Updates

- **Adams** – 63 consumers enrolled in CCS. Currently have 5 full time CCS Service Facilitators, two 0.5 FTE CLTS/CCS facilitators. Four new enrollments were assigned service facilitators yesterday. 6 – 8 individuals are in the preadmission phase. The Roche a Cri Recovery Center is a good partner.
- **Green Lake** – 35 active consumers; 5 are in process of admission. Recently had a referral to a peer support specialist with Mahala's Hope.
- **Juneau** – Will be hiring for a Deputy Director position, interviews begin next week. 1 CCS service facilitator position will be open (a current facilitator is moving to Madison to continue her education). 56 consumers currently enrolled in CCS; 8 have been successfully discharged since the last committee meeting. 3 individuals are in process of being enrolled. 28 individuals are in the pre-admission phase.
- **Marquette** – 23 open cases; 1 successful discharge since we last met; 1 pending. Marquette is now in the role of contract liaison related to Lori/White Pine's regional coordination responsibilities. In the process of hiring a new therapist. Working with Dr. Toni Morgan Jones (Waushara County) to have a coordinating member shadow an independent skills / cooking group Waushara County offers for consumers.
- **Waupaca** – Currently 37 consumers enrolled; 6 in process of opening; 28 are in the pre-admission phase. Recently hired 2 FTE CCS Service Facilitators; there are now 3 FTE workers. In addition, 4 Coordinated Services Team (CST) care coordinators are cross trained in CCS and facilitating teams for children enrolled in CCS; expect to hire one additional CCS service facilitator position at some point in the future. Two paraprofessionals were recently hired to provide services to individuals in the Community Support Program (CSP) and CCS.
- **Waushara** – 32 individuals enrolled in CCS; one recent successful graduation. Four individuals are in the process of being enrolled. Several groups are available to consumers including Treatment Alternatives and Diversion (TAD), a consumer-lead craft group, and an independent skills group. Waushara is working with Marquette county as the look into the possibility of starting an independent skills group similar to what is offered in Waushara.

5. PLEX (Persons with Lived Experience) report

- Jill shared the update. The group is working to compile what other counties are doing related to groups run by and for CCS consumers. Would like to add the resources to the regional Consumer CCS Handbook.
- Also looking to reach out to NAMI groups that serve the region. Could be a resource for services and training.
- Consumers have taken responsibility for the CCS newsletter in Juneau County and recently produced the second edition (first edition completed by consumers). Lori will forward it to the Committee.

6. Marquette County's Contract Liaison Report

- Scott and JoAnn with Juneau County were in the role of contract liaison since February 2016. As of April 2019, Marquette County has taken over this responsibility.
- Jeremy shared an overview of primary activities related to the role:
 - Phone or in-person communication with Lori approximately twice per month. Topics may include:
 - Reviewing current regional or contract priorities,
 - Highlighting areas that are going well or improving, and
 - Discussing issues or concerns that have come up and brainstorming possible ways to address.
 - Ongoing or as needed communication:
 - Lori includes the contract liaisons on selected email correspondence to keep them informed. Examples include training evaluations and communication with the various state divisions that oversee portions of CCS.
 - As needed communication related to questions or issues that come up
 - Oversee annual evaluation of satisfaction of White Pine's regional coordination services.

7. Regional Coordinator Report

a) Enrollment Report

- As of 3/31/19, there were 235 individuals enrolled in CCS across the 6-counties.
- Lori summarized the results of an informal survey of 12 counties related to service facilitator case load expectations. In general, there is an average goal of 10 – 14 clients per FTE service facilitator. There are several factors to consider including: the experience of the service facilitator; additional job responsibilities (e.g. crisis on call); whether the service facilitator is working with adults, children and families, or a combination; whether the service facilitator is providing services in addition to service facilitation (e.g. individual skill development); where a consumer is in the CCS process; and the complexity of needs / presence of functional strengths.
- The expectation of productive / billable time as a percentage of total time for service facilitators averages around 65%.

b) Training Subcommittee Report

- A majority of regional workshops in past years have been tailored to a broad audience which could include service facilitators, other CCS providers, consumers, and committee members.
- This year, there's an effort to provide some workshops tailored to specific groups. For example, in March there was a Sparks for Consumers workshop. Next week Dr. David Mays will be presenting to Service Facilitators and county staff on working with individuals with personality disorders. In July there will be a Sparks for Youth workshop.
- Another unique workshop being planned is a "listening well" workshop to be facilitated by Scott Caldwell, Motivational Interviewing expert and trainer with the State DHS. What makes this unique is that the presenter is emphasizing staff development and challenging the region to think beyond a one-day workshop. As a result, there are expectations for participants before and after the workshop including: a reading and written assignment, and asking supervisors to join the

presenters for a working lunch to discuss ways to staff develop their listening skills through supervision.

c) Quality Improvement (QI) Subcommittee Report

- A large part Lori's role as Regional Coordinator related to quality assurance has been fielding questions from the committee and individual counties, seeking answers (either from individuals, DHS divisions, or from group forums such as CCS meetings sponsored by regional DHS staff), and sharing and discussing the information with the QI committee.
- There has been recent interest expressed by service facilitators in reinstating service facilitator peer-to-peer forums; an opportunity for service facilitators to share experiences and learn from each other. Lori will organize the forum quarterly.

8. New Business

a) County Board Member Involvement

- Per the 2015 regional CCS certification, the Regional CCS Coordinating Committee is required to have membership that equally represents each individual counties' membership which is 1/3 consumer representation, 1/3 county staff (each county's CCS Administrator), and 1/3 local coordinating committee/board representation.
- All but one county has a county board member identified to be involved on this Regional CCS Coordinating Committee.
- Discussion regarding role on committee:
 - Tim shared he has done presentations for the Juneau County Board on CCS. He attends both local and regional CCS coordinating committee meetings, and feels it is important for Board Members to be educated on CCS and how it benefits the community. He is willing to speak to other boards/board members who would like to know more about CCS from his perspective.
 - Mary has worked in human services for over 20 years with both the mental health and developmentally disabled populations. She sees her role on this committee as taking information from this meeting back to the Adams County Human Services and County Boards.
 - Jan shared that her involvement on this committee continues to be a learning experience. She is a nurse by trade, and also works for the Lions Camp. She is very supportive of CCS.
- A County Board Member Updates section will be added to future meeting agendas

b) Committee Co-Chairs

- Dennis Wedde has stepped down as a member / Chair of this Committee due to a recent move out of Waushara County.
- Committee members are supportive of Tim Cottingham as Board Chair.
- Tancy Helmin was nominated for and accepted the position of Committee Co-Chair.

9. Other

- a) Update on May 29th Central Wisconsin Health Partnership (CWHP) Strategic Planning Meeting – Dawn Buchholz
- The CWHP is the umbrella consortium under which CCS is one program. The Consortium is represented by human services, public health, and community partners such as Family Health la Clinica. They have been charged with addressing health equity issues within the 6-county region, with an emphasis on sharing resources.
 - On May 29th, there was a world café-type brainstorming meeting where participants responded to questions related to improving health equity. Each of the six counties also shared what they hoped to achieve through their involvement in the CWHP.

- As a result, the group would like to broaden their mission statement, which is currently focused on mental health, to a wider community health scope.
- The next planning meeting is scheduled to take place the end of July.

9. Next meeting – Wednesday, August 14, 10:00 – Noon, Waupaca County Courthouse lower level conference room

Meeting adjourned at 11:46.