**Central Wisconsin Health Partnership**

**Comprehensive Community Services Regional Coordinating Committee**

**Quality Improvement Committee**

Marquette County Department of Human Services

Thursday, July 26th, 2015

**Present:** Erika Dorrington, Tancy Helmin, and Joann Stephens, Consumer/Community Representation; Allison Else, Adams County; Gretchen Malkowsky, Green Lake County; JoAnn Geiger and Amanda Negaard, Juneau County; Dan Naylor and Lori Martin, White Pine Consulting Service; Julie Shew, DHS Northeast Regional Office

1. **2015 Regional CCS Survey Data**
	* + Lori received the raw data from the four counties who were certified in 2015 from Dr. Laura Blakeslee. Includes data related to:
			- enrollments and discharges, including reasons for discharge, and living environment at time of discharge
			- demographic information of consumers served (age, gender, race, and ethnicity)
			- use of Evidence Based Practices
			- Lori has started preparing a regional data report that will be shared with the committee
2. **Regionalization of Forms**
* Lori submitted the Assessment form to the Division of Mental Health and Substance Abuse Services (DMHSAS) and Division of Quality Assurance (DQA) on 7/7/16. Both Langeston Hughes (DMHSAS), and Hannah Whaley (DQA) said they would review.
* The next form to be regionalized will likely be the Service Plan. Juneau County has recently revised their plan based on information from Langeston’s workshop on documentation in May, as well as Office of Inspector General (OIG) audit results. Lori welcomes samples from other sites as well.
1. **Internal Consumer File Audits**
	* + The DHS Northeast Regional Office sponsored a regional CCS meeting on July 6th, arranged by Robin Raj. OIG audit results were discussed, and as a result there was a recommendation that the region develop a draft internal audit checklist for Langeston’s review. A follow-up meeting has been scheduled for August 4th, which Lori will attend on behalf of the region. County representatives were encouraged to bring their draft checklists for the groups consideration. Lori developed and shared a draft checklist with Robin, to share at the meeting.
		+ Waushara County has requested Lori come and utilize the checklist to review a sampling of their files and offer feedback. This is being planned for late August.
2. **Use of Evidence Based Practices (EBPs)**
* Allison Else presented an overview of EBPs at the June 20th Service Facilitator meeting. The service facilitators were asked to consider the needs of the consumers they work with, and what EBP(s) may make sense to pursue as a region. The Service Facilitator group expressed specific interest in Supported Employment (SE), which has also been mentioned by the Service Directors in the past as a possible area of interest. Discussed the importance of agency (and regional) buy-in. Allison offered a contact with La Crosse County who historically has a lot of experience with SE; Dan offered to follow-up with her.
* Waushara and Adams Counties are both going through extensive training related to Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). The committee would like them to share their experience – possibly at a Regional Coordinating Committee meeting in early 2017.
1. **2016 Consumer Satisfaction Survey**
* Lori followed up with Langeston Hughes and Tim Connor regarding the 2016 Consumer Satisfaction Survey; neither had specific information related timing. Tim offered that we can expect the timing to be similar to 2015, with a survey due date of November 30th.
* The committee reviewed the “2016 Consumer Satisfaction Survey Planning” handout (see Appendix A). Sites agreed to review and consider their distribution plans for further discussion at our next meeting. Discussed White Pine having a similar role as last year – collation and analysis of data, submission to the DMHSAS, and development of a regional report.
* Lori shared that Sauk County had the highest survey return rate in 2015. She has a call in to Jill Ellinwood to ask about their process in hopes she can share information that may be helpful to our region.
1. **Other**
	* *DMHSAS CCS data / evaluation specialist update* – Dr. Laura Blakeslee is no longer in her position as a data specialist with the DMHSAS. Lori shared an update from Tim Connor that interviews for Dr. Blakeslee’s position have been completed and that they hope to have an announcement soon regarding a candidate accepting an offer. In the meantime, Tim Connor and Langeston Hughes are our region’s contacts regarding CCS data and reporting.
* *June 7th meeting with regional Fiscal Managers* – Lori met with the region’s Fiscal Managers regarding how to report White Pine’s CCS-related costs through reconciliation process. The goal was to ensure all counties are receiving the documentation they need, and to ensure each county is reporting the information the same way to the MA reporting system. As a result, White Pine prepared and sent an end-of-year report for 2015 expenditures to the Fiscal Managers. The group also requested they be included in future CCS Regional Coordinating Committee meetings, including a regional fiscal item as a standing agenda item.
	+ *Statewide CCS meeting* – The next CCS Statewide Meeting is scheduled for September 7th in Wausau. Lori will distribute additional information as it becomes available.
	+ *CCS Coordinating Committee Handbooks* – Marquette County’s CCS Coordination Committee discussed development of an orientation handbook for members, and identified individuals to be on a workgroup to develop a draft. Dan subsequently sent a request to other partnering counties asking for suggested workgroup members; only Waushara County replied. The suggestion is to start with development of a handbook for the CCS Regional Coordinating Committee that can be adapted for use by each county’s CCS committee.
1. **Upcoming 2016 meetings (all 12:30 to 2:00) – September 22nd, and November 10th in Montello**

**APPENDIX A**

**2016 Consumer Satisfaction Survey Planning**

**2015 Timeline:**

* informational letter at the end of July
* phone conference mid-September
* survey due date of November 30th

**2015 Process:**

The regional CCS Quality Improvement Committee (a subcommittee of the CCS Regional Coordinating Committee) developed a plan for survey administration, data collection, and submission. Survey administration was the responsibility of each individual county in the region; following is a summary of each county’s method of administration:

* Adams County – Support staff called eligible consumers to ask if they would like to complete a survey by phone or by mail. Mailed surveys were returned to Adams County Health and Human Services Department. Up to two follow-up calls were made for unreturned surveys.
* Green Lake County – The surveys were distributed to consumers either by mail or by a service facilitator. Surveys were then returned in sealed envelopes to the CCS Service Director.
* Juneau County – A psychosocial rehabilitation worker went with the service facilitator to each consumer’s home and assisted the consumer in the survey process.
* Waushara County – Initial calls were made to eligible consumers to solicit interest. An AODA intern then met with a portion of the interested consumers to assist them in completing the surveys. Consumers who are part of a CCS cooking group completed their surveys with assistance from the group’s facilitator. One survey was completed by phone interview.

Completed surveys from all four counties were submitted to White Pine Consulting for data collation, analysis, and submission to the Division of Mental Health and Substance Abuse Services. White Pine developed a regional data report, which was shared with the Regional Coordinating Committee (RCC). The RCC then made recommendations for follow-up and planning by the Quality Improvement committee.

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| **Chart A. Regional Consumer Satisfaction Survey Distribution and Collection** |
|  |  |  | **Surveys Returned/Collected** |
| **County** | **Eligible Consumers** | **Surveys Distributed** | **Total** | **Return Rate** | **ROSI** | **MHSIP Youth** | **MHSIP Family** |
| Adams  | 25 | 25 | 7 | 28% | 4 | 0 | 3 |
| Green Lake | 16 | 16 | 7 | 44% | 3 | 4 | 0 |
| Juneau | 6 | 6 | 6 | 100% | 4 | 2 | 0 |
| Waushara | 20 |  13 | 13 | 100% | 7 | 3 | 3 |
| **Totals** | **67** | **60** | **33** | **55%** | **18** | **9** | **6** |

**2016 Planning:**

1. **Identifying Consumers for the Satisfaction Survey**

All three surveys are designed for consumers who:

* have received CCS services through your program for at least 6 months;
* and are still active CCS consumers or were just recently discharged from CCS.
1. **Choosing a Survey Administration Method**

There are three basic choices when collecting survey data:

* In-person interview (typical response rate: 75-85 percent)
* Phone interview (typical response rate: 60-70 percent)
* Self-administered survey (typical response rate: 35-45 percent)
1. **Tips on How to Collect the Survey Data**
2. Set up the survey appropriately with an orientation or cover letter
3. Use a definition sheet to explain survey terms to the consumer
4. Enlist the assistance of Certified Peer Specialists\
5. Provide a neutral environment for the consumer to complete the survey
6. Make sure the consumer completes the survey independently
7. Make the survey voluntary and anonymous
8. Obtain the necessary consent
9. Offer incentives
10. **Data Entry and Submission**
11. **Development of a regional report**