**Central Wisconsin Health Partnership**

**CCS Service Facilitation Forum**

**Friday, September 16th, 2016, 10:00 to noon**

**Simpson’s Restaurant – Waupaca, WI**

**Present:** Lenna Hamilton and Ashley Richter – Adams County; Danielle Moore, Erica Baldwin, and Erika Cattle – Juneau County; Stephanie Suchowski – Waupaca County; Clara Voigtlander and Michelle Carpenter – Waushara County; Lori Martin – Regional Coordinator, White Pine Consulting

1. **Introductions and Issues Basket**
2. **State and Regional CCS-Related Updates – Lori Martin**
   1. State Updates
      * As part of the reorganization of the State Department of Health Services, the Division of Mental Health and Substance Abuse Services (DMHSAS) is now the Division of Care and Treatment Services (DCTS). The CCS program is part of this Division.
      * The CCS Coordinator position formerly held by Cheryl Lofton has been filled by Danielle Graham-Heine. She has been assigned the 6 counties in our regional CCS. Danielle’s contact information: [Danielle.grahamheine@wisconsin.gov](mailto:Danielle.grahamheine@wisconsin.gov), (608) 261-7652.
   2. Regional Updates

Quality Assurance / Improvement

* + - * + Northeast Regional CCS Workgroup – a workgroup that came out of the larger NE regional CCS meetings, tasked to review DHS 36, MA requirements, and results of the Office of Inspector General (OIG) audits to develop a checklist for use as an internal file review/audit tool. The group, coordinated by Robin Raj - DHS Area Administrator, is working with Kenya Bright to facilitate review of the document by DCTS, the Division of Health Care Access and Accountability (DHCAA), and the Division of Quality Assurance (DQA). Next step – develop model processes and sample forms for use in the region.
        + Lori shared “CCS Questions Posed to DCTS Staff, August 2016”. The questions were posed by Robin Raj and reviewed/answered by Kenya Bright and Langeston Hughes. Topics included: using telehealth to provided CCS supervision, the requirement that doctors be MA enrolled, physician prescription, and consent to treat/admission agreement forms. Lori will post the Q & A’s on the CWHP website.
        + Consumer Satisfaction Surveys – same regional process as last year – counties responsible for administering and collecting the surveys. Completed surveys sent to White Pine who will enter the data into the appropriate spreadsheets and submit the data to the state (by December 31st). White Pine will also develop a regional data report for review by the Regional Coordinating Committee.

Training

* Overview of 1st Episode Psychosis facilitated by Dr. Rick Immler will take place on October 5th in Adams. Lori passed around the registration list to-date, as well as workshop flyers. The registration deadline is next Wednesday, the 21st.

1. **Consumer Assessment – continued/follow-up discussion**
   1. Quality of Life Scale – handout
      * In follow-up to the request made at the last meeting regarding additional information on the Quality of Life Scale, the group reviewed “Understanding Scores on the Satisfaction with Life Scale” by Ed Diener. A summary of points from this document may be included in a future supplemental guiding document to the CCS Assessment.
   2. Assessing trauma – handout
      * Group reviewed the current “Trauma and significant life stressors” section of the regional CCS Assessment document; and then also reviewed the “Adverse Childhood Experience (ACE) Questionnaire: Finding your ACE Score”
      * Discussion – group likes the ACES questionnaire; seems like it would be a useful tool to incorporate. Consider replacing the current questions under #3 with the ACE questionnaire questions.
        + - Suggestion to take off the reference to “while you were growing up, during the first 18 years of your life” (more current experiences could also cause trauma)
          - Discussed possibility of making language in #7 more gender neutral – instead of “mother or stepmother”, change to “parent or caregiver”?
      * There are some questions on the current CCS assessment they would like to keep, including:
        + 3a) Witnessed someone seriously injured or killed do to an unnatural event…
        + 3c) Had a child/loved on experience a serious medical, mental health or developmental setback
        + 3e) Been forced to have sexual contact…, and
        + F) are there other events in your life that have been traumatic for you?
        + Suggestion to include there under “Additional comments or notes” section on current form.
   3. Review of MA requirements – handout
      * Lori shared “Attachment 3: Mental Health and Substance Abuse Services Documentation Requirements” from the June 2014 ForwardHealth Provider Update. Discussed importance of meeting the MA requirements for assessments, treatment plans, and progress notes (in addition to DHS 36 requirements).
      * Question – does the documentation have to be in the CCS file, or is having it in their medical/clinical file sufficient? (Lori will pose this question to the CCS help desk)
      * Discussed the importance of the role of the mental health professional – there is interest in a workshop on the topic of the role of the mental health professional and their relationship to the team, consumer, and service facilitator.
2. **Service Facilitator Open Forum**
   1. Spreadsheet – discussed use of spreadsheets to track consumer paperwork deadlines. In Juneau, the supervisor enters reminders into the workers’ calendars of when items are due. Waushara has a spreadsheet, but is wondering if it/the process can be improved. Lori is visiting Waushara next Friday and can take a look at the current tool.
   2. Assessment reviews and updates – facilitators shared their processes for updating assessments and plans. Suggestion to add updates to the original document following the initial information (date: updated information). Question – does the consumer and team need to re-sign the assessment every time an update is made? Does this also apply to changes made to the case plan? (Lori will pose these questions to the CCS help desk)
   3. AODA self-assessment tools – Juneau staff attended a Substance Use session at the CCS Statewide Meeting earlier this month. They are now including the self-assessment tool as a complement to the CCS Assessment form. Lori will bring copies for the group to review at our next Service Facilitator meeting.
3. **Review of meeting – What did you like? What didn’t you like?**

* Discussion – like being able to hear what other counties are doing. Like coupling the meeting with lunch. Should we continue to rotate locations, or choose a central location for all meetings? Decided to keep our plan to meet in Adams in October…may revisit in future.

1. **Next meetings:** 
   1. Friday, October 28th in Adams County, 10:00 – noon
   2. Friday, December 9th in Juneau County, 10:00 – noon