

Central Wisconsin Health Partnership (CWHP)
Regional Comprehensive Community Services (CCS) Coordinating Committee Meeting
This Meeting was Held Virtually
Wednesday, September 16, 2020

Present: Kay Saarinen-Barr, Kelly Oleson, and Diane Osborn – Adams County; Kate Meyer – Green Lake County; Tim Cottingham (Chair), Danielle Moore, Dawn Buchholz – Juneau County; Tancy Helmin (Co-Chair), Mary Walters, Jeremy Lee, Mandy Stanley – Marquette County; Jill Amos-Polifka, Brenda Freeman, Jan Lehrer – Waupaca County; Hans Bremmer – Waushara County; Elizabeth Dehling – Southern Regional Office; Julie Shew – Northeast Regional Office; Lori Martin – CCS Regional Coordinator

1. Welcome and Introductions.

- Meeting called to order by Tim Cottingham, Committee Chair, at 10:07

2. Approval of agenda

- No corrections or additions were noted, agenda approved.

3. Approval of meeting minutes from 3/11/20 and 6/10/20 meetings

- No corrections or additions were notes, minutes approved.

4. County Updates

- **Adams** – 66 active teams, 1 assigned a service facilitator yesterday, and one in the referral phase. Staff mostly working remotely, some work / activities outdoors. Biggest concern is what to do as cold weather hit. An abbreviated summer experience at Pine Lake was held – 20 youth brought in on different shifts for 6 weeks. Working to partner with the schools regarding Alpha Omega / virtual learning. In second week of going into schools to offer social/emotional classes.
- **Green Lake** – 36 individuals in CCS; 4 in referral process. Have had success providing services outdoors; concern that there are few options for meeting in cold weather. Adults (including human service staff) currently not allowed in any school districts. May need to do more virtual.
- **Juneau** – 52 individuals enrolled; 7 discharged; 5 in process of being enrolled (7 more in referral process). Staff are 2 days in office, 2 days remote. Meeting with clients in the community as well as in clients' homes. Working through staff transition – Joanne Geiger is leaving; a therapist is leaving; and a service facilitator leaving. Parenting group will be now done virtually, open invitation to our region. Topics include dealing with disobedience, fighting and aggression, stress and tantrums, school. Staff are allowed to go into the schools as service providers. Currently going through the budget process. Deputy Director position being posted. Also hiring mental health technician, and in process of interviewing for clinician position.
- **Marquette** – 15 teams; 1 service facilitator, Jodi Williams could take teams if needed. Mostly telehealth but some seeing clients outdoors. Working with schools regarding delivering services – will most likely be via telehealth. Staff split into 2 teams - 5 days in office, 5 days remote. Jim Webb, Clinic Manager is retiring (done November 1). Share concerns related to meeting with clients as the weather gets cold and meeting outdoors is difficult.
- **Waupaca** – Lori gave brief update. She will be meeting virtually with the new Human Services Director, Ted Phernetton on Friday. The Department and child and family staff continue to deal with staff turnover, staff on FML, and training of new staff.
- **Waushara** – 26 individuals in CCS, 2 referrals, 8 discharges – several of which were ready to transition to less restrictive services or supports. A majority of services are delivered in-person with

screening/check-in related to any presence of COVID symptoms. Also offering telehealth. Continue cooking group in outside venue; and continue craft group with social distancing. When cold, sit in separate cars and meet. Effort to increase substance use services including half-day training on stages of recovery.

5. Persons with Lived Experience (PLEX) Report

- Brenda shared she went 6 months with only 1 communication from the Department, despite her multiple attempts to connect with someone related to her son's CCS services. She would like there to be a standard policy / procedure related to communication when CCS staff transition or turnover occurs. Lori offered to put the item on the agenda for next Quality Assurance and Training committee to discuss and suggested this is an issue for local programs/coordinating committees to consider.
- The PLEX group would like to see a forum for consumers either regionally or statewide. Brenda shared the experience her husband had with a VA sponsored town hall for Veterans. The forum was an opportunity for Veterans to ask questions of and voice concerns to legislators and county and state-level VA staff. Over 1,500 Veterans participated, and the plan is to have quarterly Town Hall forums moving forward. Lori offered to put the topic on the agenda for the bi-weekly statewide CCS forum occurring this afternoon.
 - UPDATE SINCE MEETING: Lori shared the idea during the 9/16/20 Statewide CCS Virtual Forum. There was preliminary interest. The concept was shared with Cory Flynn (Peer Run Respite & Peer Services Coordinator) and Joann Stephens (Consumer Affairs Coordinator). Per a follow-up email from Joann, the concept fits with the Recovery Implementation Task Force's goals of holding listening sessions.
- The PLEX members also reiterated the importance of advocacy related to their meaningful involvement on committees, including receiving compensation for involvement.

6. County Board Member Report

- Tim Cottingham, Juneau County – dealing with a lot of staff turnover; difficult to compete with larger counties who can offer higher wages.
- Jan Lehrer, Waupaca County – preparing for the 2021 budget which is looking good, there is some concern about future years' budgets. Waupaca County DHHS is also dealing with staff turnover. In February Jan became a voting member for both the CST and CCS coordination committees.
- Mary Walters, Marquette County – prefer meeting in person for local coordinating committee meetings, meeting virtually is difficult – would like to bring in guest speakers. County Board meetings are taking place in person, although there is a virtual option available. Working on alternative options for staff and service delivery.

7. Marquette County's Contract Liaison Report

- Meet via Zoom monthly meeting tomorrow – staff turnover will be a topic of discussion, specifically related to CCS and the potential need for training and technical assistance.

8. Regional Coordinator Report – White Pine Consulting

a) State and Regional Updates

- The virtual statewide CCS forums sponsored by DHS's Division of Care and Treatment Services that began in response to the COVID pandemic have gone from weekly to every-other-week. The next forum is Sept 30th and every other week following.
 - UPDATE SINCE MEETING: October and first November meetings remain the same as previously scheduled, following the every-other-week timing (10/14, 10/28, and 11/11). Then the meetings will be switching to the 1st and 3rd Wednesdays of each month, beginning 11/18.

Content of the virtual forums has shifted from temporary and permanent policy and procedure changes due to the pandemic to more of forum for updates and peer-to-peer sharing. There is also an educational component, with guest speakers – for example one week representatives from the Wisconsin Peer Specialists program presented, and last week featured Masiel Gomez a Wisconsin Medicaid Liaison supporting DHS related to Wisconsin's non-emergency medical transportation for which MTM currently holds the contract. Several counties spoke out about the significant difficulties and frustrations they've had with MTM. Ms. Gomez explained the process for filing grievances – both directly to MTM (link to the MTM Wisconsin Medical Facility Resource Guide: <https://www.mtm-inc.net/wp-content/uploads/2016/11/Facility-Resource-Guide.pdf>), and then if needed to the DHS Partner Inbox (DHSForwardHealthPartners@dhs.wisconsin.gov). If interested in attending the next Transportation Advisory Council (TAC) meeting (date TBD), contact Masiel (Masiel.Gomez@dhs.wisconsin.gov).

b) Training Subcommittee Report

- The subcommittee met virtually on July 22nd; next meeting is October 7th (originally scheduled for the week before, but that conflicted with a statewide CCS Zoom). At our last meeting, there was good discussion about Coordinating Committees – sites shared what's worked, what's been challenging or hasn't worked.
- There have been several training opportunities available to CCS providers in our region over the past couple of months
 - Virtual wraparound conference was held August 26th. Attended by approximately 240 people. In addition to national wraparound experts presenting, there were breakout sessions for various wraparound stakeholder groups. Each group developed a "Wraparound Resilience Activation Plan". The plans have been assembled into a resource document that will soon be available for sites to reference.
 - Virtual statewide first episode psychosis conference – August 27th. Nearly 200 individuals participated virtually. Dr. Steven Dykstra facilitated a very well done 2-part presentation. We also had an outstanding panel of individuals who work in the field, several of whom also shared their personal experiences with FEP.
 - Virtual CCS/CST Statewide Meeting was held September 9th which was attended by over 400 people. The focus was on a quality assessment process. Again, top notch National and State presenters, as well as site experiences. Each of the sessions was recorded.
- Video trainings available on the CWHP website (<https://www.cwhpartnership.org/ongoing-training.html>), including Ethics and Boundaries for Paraprofessionals, and Effective Treatment of Co-Occurring Disorders.
- Juneau County is hosting an Ethics and Boundaries on October 8th open to Adams and Juneau Counties, cost is \$30. For more information, please contact Dawn Buchholz.
- The Behavioral Health Training Partnership in partnership with DHS developed several self-paced online trainings that are available free of charge with CEU's through the month of October, including (<https://www.uwgb.edu/behavioral-health-training-partnership/training/online-training/>):
 - Supporting Farmers' Mental Health: Understanding Farm Culture and Farm Family Dynamics
 - Mental Health Technician (Community Support Program) Orientation Training
 - Providing Effective Telehealth Services for Behavioral Health: Best Practices, Tips and Engagement Strategies

c) Quality Improvement (QI) Subcommittee Report

- Service Facilitator peer forums continue and have been well attended and interactive. Forums were held in May, June, and September. The next forum is scheduled for December 8th.
- Additional opportunity for service facilitators – quarterly forums sponsored by the CST initiative for individuals who have attended one of the care coordination fundamentals workshops. First one scheduled for Tuesday, October 27th from 1:00 to 3:00.

9. Next meeting – Wednesday, December 9th – to be hosted by Juneau County, with virtual and in-person options

Meeting adjourned at 11:15