**Phone Conference with CCS Service Directors / Quality Improvement Committee**

**Wednesday, September 30th, 2015**

**Participants:** JoAnn Geiger (Juneau); Jessie Jenson and Sherrie Nichols (Waupaca); Dawn Buchholz, Renee Soroko, and Dr. Tony Morgan Jones (Waushara); Tamara Laskowski (Adams); Brittney Bachorz (Green Lake); Laura Blakeslee (Division of Mental Health and Substance Abuse Services), Dan Naylor, Lori Martin, and Dr. Rick Immler (White Pine Consulting)

1. **Overview of regional structure including subcommittees**

* Lori and Dan co-coordinate the 6-county CCS initiative. The CCS Regional Coordinating Committee (RCC) oversees the initiative and is represented by each county’s CCS service director, a consumer, and a board member representative.

There are two subcommittees of the RCC – the Quality Improvement (QI) and Training Subcommittees. Our discussion today regarding the Consumer Satisfaction Surveys is part of the work of the QI subcommittee. Although we have active membership on both subcommittees, including consumer membership, it has historically been by volunteer and hasn’t necessarily included each county’s CCS Service Director. Through the experience of the subcommittees and the advice of the Human Services Directors, we’d like to invite the CCS Service Directors to be a part of the two subcommittees.

* The two meetings are usually held back-to-back on the same day. Lori will send out a scheduling poll. Scheduling – QI and training back-to-back. Times to stay away from due to regularly scheduled meetings:

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| M AM | M PM | T AM | T PM | W AM | W PM | Th AM | Th PM | F AM | F PM |
| Waupaca | Waushara | Rick | Rick |  | Green Lake | Waushara, Adams |  | Laura |  |

**2. Regional CCS Recertification**

* Lori is working on the application for the region’s CCS recertification. She be requesting information from the Service Directors for the report, and will know more after a conversation with Kenya Bright following this call

**3. 2015 Consumer Satisfaction Survey**

***Proposed County Responsibilities:***

1. Determine eligible consumers *(consumers involved in CCS for any 6 month period during 2015)*
2. Choose an administration method (in person, phone interview, or mail)
   * Discussed “in person” as the preferred method. May not be possible for sites this year, but may be a goal for 2016.
3. Preparation - for example, if “in-person” or “phone”, train the individuals who will be meeting or talking with the consumers. If “mail”, prepare/customize cover letter.
4. Collect the information – determine anonymous/confidential way to collect the completed surveys, e.g. mail to neutral party
   * Discussed process for submitting the surveys or survey data to White Pine. One option is to have consumers mail completed surveys back to White Pine. Lori will send White Pine’s mailing address to the group along with a sentence or two describing who “White Pine” is.

***Proposed White Pine Role/Responsibilities:***

1. Data entry from individual surveys into state-provided spreadsheets for each county
2. Data submission (for each county) to state by November 30th, 2015
3. Collate county-specific and regional results to provide to individual counties, the Regional Coordinating Committee, and the Quality Improvement Subcommittee
4. Additional items discussed
   * Laura requested collection of the following from each site: method used to distribute surveys, number of surveys sent, and number of surveys returned.

***Future discussion for QI Committee (for 2016 surveys?)***

* Review of 2015 survey process and experiences – what worked well, what didn’t?
* How can we improve consistency across counties in our region?
* What other aspects of the process can be coordinated by the CCS regional coordinators?
  + Regional cadre of consumers/peer specialists who can be available to all partner counties (consistent/coordinated training)
  + Central person(s) or location for consumers to call with questions
* Additional data requirements including PPS data and quarterly reporting