**Response to 4-13-16 DQA Request for**

**Monthly Updates related to Shared Services**

**May 3rd, 2016**

**1. What services are being shared in the region at present?**

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| *Staff - Regional Coordination*  Two White Pine Consulting staff serve as CCS Regional Coordinators, under contract with the Adams County Health and Human Services Department. The Regional Coordinators (RCs) take direction from and report to the CCS Regional Coordinating Committee (RCC), and facilitate the Quality Improvement and Training subcommittees of the RCC. In addition, the RCs work alongside the counties’ CCS Service Directors to support both the individual needs of each county’s CCS program, as well as regional interests of the partnership. The initial priority of the RCs was to assist Marquette and Waupaca Counties in their CCS certification application processes.  Beginning March 2015, the region procured the services of Dr. Rick Immler, a dual-certified adult and child psychiatrist, who is available on an as-needed contractual basis to each county to provide individual psychiatric case consultations related to consumers with comorbid conditions and a high utilization of services.  *Training*  Regional training is a standing agenda item for the RCC. In the past year, an Orientation and Training subcommittee of the RCC was developed and is facilitated by the CCS Regional Coordinators. Membership includes both consumer and provider representation, the CCS service directors from the six partnering counties, and other interested parties include the training manager with the NEW Behavioral Health Partnership. The subcommittee is developing a regional orientation and training plan for staff, providers, consumers, and the larger community. A 2-day team facilitation workshop for CCS service facilitators was held in December 2015. A committee membership list and notes from past meetings can be found at: <http://www.cwhpartnership.org/training-subcommittee.html>. There are also sections on the website dedicated to CCS orientation and ongoing training, which continue to be developed.  Our region hosted monthly CCS Learning Collaboratives facilitated by Cheryl Lofton with the Division of Mental Health and Substance Abuse Services. Topics ranged from CCS training and orientation requirements, developing new providers, and fiscal and billing requirements.  Since Cheryl’s retirement, the region has continued hosting regional training days on topics specific to the needs of our region. The six partnering counties rotate location and hosting responsibilities. Langeston Hughes is facilitating a training on Assessment, Planning, and Case Note documentation in May; also in May, White Pine Consulting staff and a consumer are facilitating a CCS Orientation training for CCS providers in the region. The region is planning a training on First Episode Psychosis facilitated by Dr. Rick Immler this fall.  *Documentation*  Centralization of regional information and data management is the work of the Quality Improvement subcommittee, which is facilitated by the CCS Regional Coordinators (RCs).  The RC’s met with the CCS Service Directors from all six counties on September 30th 2015 and developed a plan for centralized data entry, analysis, and submission of data to the state for 2015 Consumer Satisfaction Surveys. Future opportunities for shared documentation will be an ongoing discussion of the Quality Improvement subcommittee.  Regional forms are also being developed. Draft Physician’s Prescription and Discharge Summary forms have been developed and are awaiting state feedback. The Initial Assessment and Recovery Plan forms are in the process of being developed.  *Quality Improvement*  Quality improvement is a standing agenda item for the RCC. A Quality Improvement (QI) subcommittee meets bi-monthly and is facilitated by the RCs. Committee membership includes both consumer and provider representation, the CCS service directors from the six partnering counties, the mental health evaluator from the Division of Mental Health and Substance Abuse Services. A membership list and notes from past meetings can be found at: <http://www.cwhpartnership.org/qi-subcommittee.html>.  One focus of the QI subcommittee during this first year has been the CCS Consumer Satisfaction Survey process. Members of the subcommittee reviewed consumer satisfaction materials from the Division of Mental Health and Substance Abuse Services and participated in an informational conference call with Dr. Laura Blakeslee, evaluator with the Division of Mental Health and Substance Abuse Services. The subcommittee discussed survey administration, preparation and training, and data collection; and developed an initial plan for 2015 that includes centralized data submission and analysis. A goal beyond 2015 is to improve consistency across counties related to survey administration, including the possible development of a cadre of consumers/peer specialists who can be available to all partner agencies.  *Peer-to-Peer Forums*  The regional coordinators support and/or facilitate the following peer-to-peer forums:   * Service Facilitation forum – CCS Service Facilitators meet regularly to discuss areas of interest and learn from each other. Topics of discussion have included consumer (youth and adult) engagement and trust-building, regionalization of forms, the initial assessment process, and transition. Discussion notes can be found on our regional website: <http://www.cwhpartnership.org/service-facilitation-forums.html>. * Service Director forum – the six CCS Service Directors and Regional Coordinator meet regularly to discuss areas of interest. Meetings are facilitated by JoAnn Geiger, CCS Service Director in Juneau County. Current focuses of the group are the development of regional forms, utilization of evidence-based practices, and the expansion of shared services.   *Facilities*  Regional partners continue to share space for meetings and training events. For example, the bi-monthly CWHP consortium meetings take place at Marquette County’s Department of Human Services. Similarly, bi-monthly CCS Regional Coordinating Committee meetings rotate between the six partnering counties. The Orientation and Training subcommittee has and will continue to utilize centralized locations for regional trainings and workshops.  *Regional Website*  A CWHP CCS resource website has been developed by one of the CCS Regional Coordinators and can be viewed at: [www.cwhpartership.org](http://www.cwhpartership.org). Following is an overview of information currently available on the website.   * An overview of the CWHP including mission, history, meeting notes, membership list, and regional economic health summit * Regional Coordinating Committee membership and meeting notes * Regional training and quality improvement efforts including membership and notes from subcommittee meetings * Regional CCS resources such as the Regional CCS Application Narrative, Addendum for Shared Services, Regional CCS Administrative Structure, and Balancing Autonomy and Recovery in Community * A regional calendar of events |

**2. What services are we looking to share in the future?**

* *Fiscal Manager peer-to-peer forums*
* *Expanded provider development efforts*, including identification and development of providers who provider services across counties.
* *Expanded coordination of evaluation efforts* – The Quality Assurance subcommittee of the RCC is considering development a regional cadre of consumer/peer specialists who could administer consumer satisfaction surveys in 2016. Additional future opportunities may include the development of a cadre of service facilitators and mentors.
* *Improve consistency across counties related to Consumer Satisfaction survey administration*, including the possible development of a cadre of consumers/peer specialists who can be available to all partner agencies.
* *Consideration of shared clinical supervision* / regional round table review to discuss complex cases; an approach that will mirror the structure of Permanency Round Tables conducted for the child welfare system.
* *Centralization of regional information and data management*

**3. What barriers are we running into which keep us from sharing services?**

* Need to prioritize efforts –
  + Historically, the development of a centralized location for shared services
  + Until recently, assisting Waupaca and Marquette in their application process
  + Initial education / learning curve for staff and regional coordinators
  + Focusing on the “basics” - Regional forms, regional policies
  + Navigating/meeting expectations of DQA, OIG, DMHSAS, DHCAA
* Staff vacancies and turnover – the six counties’ CCS Service Directors are key to establishing the vision and mission of the regional CCS effort. In the past year, there has been transition of Service Directors in 3 of the 4 counties in our region who were certified.

**4. What technical assistance is needed by the Region to gain more Shared services?**

We would invite our DQA representative, Hannah Whaley, and our DMHSAS representative, Kenya Bright, to attend one of our upcoming regional forums to meet our regional CCS team, observe our efforts, and offer suggestions/support moving forward.

Following are our Quality Improvement and Training Committee Meeting dates, as well as our Regional Coordinating Committee Meeting dates through the end of the year:

**Quality Improvement (12:30 – 2:00) and Training Committee Meetings (2:00 – 3:30)**

Marquette County Department of Human Services

428 Underwood Avenue, Montello – 2nd Floor

* Thursday, May 26th
* Thursday, July 28th
* Thursday, September 22nd
* Thursday, November 10th

**Regional Coordinating Committee Meetings**

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| **Date** | **Location** |
| Wednesday, June 1st  10:00 – Noon | Waushara County Courthouse, North Annex  Demonstration Room  209 S. Saint Marie Street. Wautoma, WI 54982 |
| Wednesday, August 10th  10:00 – Noon | Waupaca County Courthouse  Room LL42 (lower level)  811 Harding Street, Waupaca, WI 54981 |
| Wednesday, October 5th  10:00 – Noon | Marquette County Services Center  Demonstration Room (Room 112A)  480 Underwood Avenue, Montello*,*WI53949 |
| Wednesday, December 14th  10:00 – Noon | Adams County Health and Human Services  RCH conference room, room 382  108 East North Street, Friendship, Wisconsin 53934 |