**September 1st, 2016 Shared Services Update**

Following is an update of activities which occurred during the month of August related to shared services in the Central Wisconsin Health Partnership’s 6-county CCS region which includes Adams, Green Lake, Juneau, Marquette, Waupaca, and Waushara Counties.

1. **Updates to services we are currently sharing**

**A. Shared Training Efforts**

* A regional training was held on the topic of “Consumer-Centered Crisis Planning in CCS”, facilitated by Sharon Locklin and Jessica Delzer with the Northeast Behavioral Health Training Partnership, and Dan Naylor with White Pine Consulting Service. Joann Stephens as a planned consumer presenter, but was unable to attend due to illness. The workshop was attended by 33 CCS staff, supervisors, and providers, representing all 6 counties in our region.
* Additional 2016 regional CCS trainings include:
  + - October 5th - Overview of First Episode Psychosis (Dr. Rick Immler, White Pine Consulting)
    - November 2nd - Consumer-Centered CCS Assessment: Process and Form (Lori Martin and Dan Naylor, White Pine Consulting, and co-presenter(s) TBD); and
    - December 14th – Recovery Concepts in a CCS Setting (Lalena Lampe, DMHSAS, and Marie Hanson, Mendota Mental Health Institute)
* The Provider Orientation Training page on the CWHP website (<http://www.cwhpartnership.org/ccs-orientation.html>) was updated to include:
  + - A step-by-step walk-through of the process for new provider orientation
    - Information and links to the Northeast Behavioral Health Training Partnership’s CCS Core Training curriculum
    - A printable Orientation Training Checklist worksheet
* The CCS Regional Coordinating Committee (RCC) met on August 10th and approved the updated regional shared services training policy. A copy of the policy can be found on the CWHP website: <http://www.cwhpartnership.org/training-subcommittee.html>.

1. **Shared Quality Improvement (QI) Efforts**

* The Regional Coordinator, Lori Martin, is participating in a Northeast Regional CCS workgroup that met on August 4th and Aug 29th. The current work of the group is around development of a checklist based on a detailed review of DHS 36, the ForwardHealth Update June 2014, and the OIG audit experiences of counties in our region.  During this process, the workgroup has come up with numerous clarifying questions, many of which have been submitted on our behalf by Robin Raj, Area Coordinator with the Northeast Regional Office, and responded to by Langeston Hughes and Kenya Bright with the Division of Care and Treatment Services (DCTS) – formerly the DMHSAS.  We plan to incorporate any clarifications we receive into the checklist.  DCTS staff have been supportive of our efforts, and Kenya has assured our workgroup that she will help facilitate review of our completed document by the DCTS, DHCAA, and DQA.  The workgroup sees the checklist as a first step in helping to clarify CCS documentation expectations and to help aid QI/QA efforts at the local level.
* Lori is planning to meet with Waushara County staff in September or early October to review select CCS files and provide feedback.
* The QI committee is planning for the 2016 consumer satisfaction survey process, including the possibility of a regional training for survey administrators.
* The CCS Regional Coordinating Committee (RCC) met on August 10th and approved the updated regional shared services quality improvement policy. A copy of the policy can be found on the CWHP website: <http://www.cwhpartnership.org/qi-subcommittee.html>

SPECIFIC COUNTY UPDATES/COMMENTS:

* Adams County – Allison Else, 9/6, “Adams County will be hosting an Ethics and Boundaries training on October 7th from 9 – 1 pm which will county toward 4 CEUs. No other updates at this time.”
* Green Lake County – Gretchen Malkowsky, 9/2, “The attached report looked good.”
* Juneau County – Amanda Negaard 9/8, “I don’t have anything to add.”
* Marquette County – Clint Starks 9/8, “It looks good.”
* Waupaca County – Sherrie Nichols (did not offer a response as of 9/8; will forward comments when they are received).
* Waushara – Tanya Amos 9/8, “I do not have any additions for the shared services.”

1. **Update regarding services we hope to share in the future**

* Shared Psychosocial Rehabilitation Services
  + - Clint Starks (Marquette County), Lori Martin (Regional Coordinator), and Joann Stephens (Stable Life / Consumer) met with Penny and Sue from Two Friends Healing Arts, and Kenya Bright (by phone) on August 10th to discuss the details related to providing CCS Services under the CCS Service Array #14 Non-Traditional or Other Approved Services. Results of discussion:
      * Clint will work with Penny and Sue regarding collecting the needed documentation, and will connect with them when he has a consumer that could benefit from their services.
      * Sue and Penny expressed interest in facilitating a workshop for the region regarding the services they provide.

SPECIFIC COUNTY UPDATES/COMMENTS:

* See comments under #1

1. **Update regarding barriers**

* None at this time

SPECIFIC COUNTY UPDATES/COMMENTS:

* See comments under #1

1. **Update regarding needed technical assistance**

* None at this time

SPECIFIC COUNTY UPDATES/COMMENTS:

* See comments under #1