REGIONAL CCS COORDINATION COMMITTEE MEETING
September 12, 2019
La Crosse County Health & Human Services
1:30 PM

MEMBERS PRESENT  Emily Engling, Emily McGonigle, Katie Kress, Jessica Andre, Erin Hilleshiem, Theresa Capaul
MEMBERS ABSENT  Mary Jacobson, Jackie Gunderson, Jen Steinke
OTHERS PRESENT  Lisa Miller

CALL TO ORDER
Emily Engling called the meeting to order at 1:33 p.m. once a quorum was reached.

APPROVE MINUTES
Minutes approved from July’s meeting

PUBLIC COMMENT
We did a round of introductions

OFFICIAL BUSINESS –

‘What’s Going Well?’ – Success Stories – Emily Engling

Katie Kress spoke about the two-day Peer Recovery Conference and how they had a great turn out. Over 200 attendees. The conference focuses on peer support specialists’ certification trainings, but a number of other professional types attend as well. This year it was held in Onalaska. Next year it will be in Madison, WI. Conference is funded through the Mental Health Block Grant. They had a lot of different speakers, particularly some alternative therapies to talk about how they can help people in recovery. There was skill-based trainings as well, like Motivational Interventional and Trauma Informed Care.

Jackson County has added a new position – supervisor for youth CCS, CLTS, and CST programs (Lisa Miller).

Erin Hilleshiem spoke on how the transfer cases from county to county within the consortium are going well since utilizing the new process (using a county transfer form via WRIC CCS staff).

CCS Program/QA Updates

Snap Shot of Growth:
- Total Individuals & Families Being Serviced: 516
  a) Adults – 206
  b) TAY (16-26): 89
  c) Youth/Families: 221
  d) By County:
    • La Crosse: 388
    • Monroe: 94
• Jackson: 34
  - WRIC Providers: 77
    a) Service Facilitators: 49
    b) Psychotherapists: 33
      a) Skills/Wellness (Community Based)): 35
      b) Substance Use: 8
      c) Residential Facilities: 17

Clinical/Administrative Direction of Program:

The CCS/CST Statewide Meeting occurred in September. The theme was looking at blending of wraparound supports/philosophy within the CCS statute. This is the direction that WRIC CCS is striving to go. WRIC CCS continues to look at ensuring vendors are providing clinically sharp services that are based on assessed needs, not time fillers. The wraparound philosophy is embedded in CCS for both youth and adults. Continue to strive for 1) natural/informal supports; 2) community based interventions; 3) strengths as building blocks; 4) unconditional care; 5) creative solutions

Discussion surrounding discharges which continues to be an area WRIC is looking at to ensure we are celebrating successes. Discussed using the word “transition” vs “discharge” can be beneficial when having conversations with consumers and parents.

La Crosse County will be billing consumers for internal charges (not vendor services) 10/1/19 if they lose MA. Consumers were given notice of this change through the Consent to Treat form. Service facilitators were instructed to review the Consent to Treat with each consumer. Suggestion by Katie was to communicate this with vendors because they may be the first contact to help consumer get MA reinstated

Discussion surrounding waitlists and defining prompt and adequate treatment. WRIC CCS will want to look at current policies and procedures and determine if needing to revise policies and procedures surrounding screening and intake for services. Additionally, WRIC CCS administration will review what services a consumer is receiving prior to CCS enrollment and assess if a priority list is needed. Any revisions or changes will be brought forward to the WRIC CCS Coordination Committee for recommendations prior to finalization.

Service Gap/Needs:
Jessica Andre stated that providers in general are needed in the rural areas, as well as an increase in the variety of services. Erin Hillishiem stated that there is a limitation of male providers which appears to be an identified need across the consortium and community agencies. Both ILR and Stein are able to provide services in Jackson County for peer supports/mentors. Katie Kress stated that ILR continues to hire more individuals to help meet the growing needs.

CCS Program/QA Updates
1. Training Need Ideas –
   • Intentionality of informal supports
   • Talk about discharge and reason why working on discharge
   • Talked to vendors about billing consumers

2. New Vendors/Services
   • Driftless Recovery Services
   • B.L.A.C.K. – Black Leaders Acquiring Collective Knowledge – working with youth on skills/wellness in the black community – La Crosse area only so far
• Rootdown Yoga – located in La Crosse at facility
• Jai Lynn – trauma informed yoga and regulatory skills (WRIC wide)
• Embrace Wellness – Alternative Treatments located out of Osseo

3. Community Resources
   - La Crosse County NAMI – educational sessions at the La Crosse County Library: Laura Poe, nutritionist, is coming to speak about eating well for mental health – Tuesday (9/17) from 6-7:30 PM

ROSI/MHSIP – Consumer Satisfaction Survey
Emily Engling asked for committee suggestions/feedback on how to increase consumer results. Last year WRIC CCS had 75 out of 552 surveys completed and returned by consumers which is an increase from 66 surveys returned last year; however, the percentage of consumers who received the survey and returned was actually lower than the previous year

METHOD: The method by which the data was collected was the Self-Administered Survey method sent via the US mail delivery system & handed out by the front desk staff to individuals as they came in to the office. A letter describing the survey was sent out with the survey, so consumers would have a basic understanding of the intent of the survey. In the letter, there was also the option to complete the survey via survey monkey link. All CCS Service Facilitators either called or spoke in person with each consumer and/or family eligible describing the surveys and asked them to complete the survey independently, or with the assistance of specified vendors in each county.

As part of our WRIC CCS Coordination Committee, we brainstormed ways in which to increase number of surveys completed by consumers. The Committee played a role in identifying different strategies to increase consumer response:
• Jessica Andre stated having conversations with each consumer – have SF send the survey monkey link via text to consumers – whatever is most convenient
• Survey Monkeys – Emily McGonigle stated we are buying the full product this year, so a lot more features to collect the data
• Theresa Capaul stated having an incentive to fill it out would be helpful
• Katie: Would the community/vendors be willing to collaborate donations – gift cards; free services?
• Erin Hilleshiem wondered if an incentive skewed the data? If someone is given something, are they likely to put something nicer on the survey?
• Erin Hilleshiem stated that the actual survey is a bit cumbersome and not very user friendly which could be a barrier to individuals completing it
• Jessica Andre stated we could look at getting an entity to agree with an incentive or donation, like coffee/donut
• Katie Kress – having an advocate to help consumers outside of the county
• Emily Engling – could we look at our budgets to add monies for incentive?
• Theresa Capaul – if someone was there or available to help answer questions they may have about the survey, that may be helpful
• Emily McGonigle – front desk staff could potentially assist with answering questions
• Katie Kress – could we get schools involved to help (i.e. counselor)

Committee Structure – how to increase consumer involvement
The committee brainstormed ways to increase consumer involvement. Emily Engling spoke about creating a WRIC CCS Coordination Committee handbook for new members. Development and recommendations would be guided by the committee. Lisa Miller stated that bringing up the committee during team meetings may help increase consumer involvement (more education and awareness of the committee). It could be a useful resume
builder, as well as learning skills. Jessica Andre stated that one barrier for consumers continues to be the distance of the meeting locations (rotate amongst all three counties). She also suggested have service facilitators and mental health professionals attend the Coordination Committee to get a sense of what the committee is and how it functions (to better inform consumers). Katie Kress asked the committee to reconsider the location of the meetings to a more community-based location, like the library. County buildings can be triggering for individuals.

**Future Topics**

Emily Engling stated that she would like to explore using next meeting to establish 2020 committee priorities and determine what the committee would like to focus on in the next year.

**ADJOURN**

The next meeting will be held on Thursday, November 14, 2019 at Jackson County Health & Human Services

**Approved** November 14, 2019, Emily Engling, Recorder