

Milwaukee County CCS Program

Meeting Agenda

September 10, 2015
(9:00-11:00 AM)

Introductions: Welcome

I. Certification Visit

a) RAC Plan of action (Jen W.)

Review of DQA visit results. The provisional CCS license has been extended for one year. Three areas of deficiency were identified. We have until October 2, 2015 to submit a Plan of Correction to the State. The three deficiencies include:

- 1) Record Keeping- Milwaukee County is ONE CCS program. It appears that each care coordination team is operating separately. Consent forms, admission agreements, and all other CCS forms need to be labeled as Milwaukee County CCS forms and be utilized by ALL agencies uniformly. Avatar will resolve many of these issues. Jen A. is planning a work group with the CCS Care Coordination Administrators to work on this issue to ensure that uniformity occurs.
- 2) RAC- Surveyors review attendance logs and minutes to determine if the RAC is in compliance with DHS 36. **1/3 of the RAC needs to be made up of consumers.**
- 3) CCS Process Flow- Meeting internally at CARS and seeking TA from the State to address the deficiencies identified. Changes will be conveyed in the future. All expansion efforts in relation to care coordination are on hold until Plan of Correction is determined. Operating CCS Care Coordination agencies should continue with business as usual. Committee requested more specific information re: this citation. Current CCS Admission Process flow reviewed with the committee. Jen W. reviews specifics re: citation in this area. Application needs to be completed by the consumer prior to eligibility being determined. There were several instances when this was not occurring. Once the application is signed, we have 30 days to complete the enrollment process. Our major barrier with meeting the demands of CCS, in a timely manner, is the current capacity at the care coordination agencies.

- b) Make meetings closed (for members only)- RAC needs to be made up of **1/3 consumers**. Due to the fact that this meeting is historically open to everybody, our compliance with this component has fluctuated.

Membership- Need to solidify membership of the RAC first before we address specific issues related to the RAC. **Motion made to develop a subcommittee to determine permanent membership and recruitment approaches to increase consumer involvement in RAC. Committee agrees that permanent RAC will develop committee bi-laws. Motion Approved. Jen W. and Tamara L. will work with tri-chairs to organize subcommittee.**

Discussion re: who is a “consumer”- According to Cheryl Lofton, consumers are identified as a “consumer” when they are not working for a provider agency. She reported that this is the standard that has been applied statewide. Committee reviews DHS 36’s definition of a consumer. It appears that working for an agency, according to the regulations, is not a rule out to being a consumer within the RAC. Committee informed, as it was reinforced during DQA visit, when consumers participate in the RAC they need to participate as consumers, not as representatives of their employer. During the site visit, DQA encouraged adding actual consumers of CCS services to the RAC. Committee asks for additional clarification re: the definition of a “consumer.” According to Cheryl Lofton you may begin with majority non-CCS consumers (consumers of other mental health and/or substance abuse services) on the RAC, but as CCS grows, the makeup of the committee may shift to include past or current CCS consumers.

Recruitment of Consumers- some counties utilize an application process for consumer membership to the RAC. Milwaukee County could potentially adopt this approach as well, and post application form on our CCS website and/or distribute to CCS agencies for recruitment purposes. Committee suggests adding this to the agenda for the RAC subcommittee. Suggestions made to consider changing the location and time of the RAC to make it more accessible to consumers.

Committee concern that there is not enough consumer voice and involvement in the development of CCS processes. Discussed to potentially look at bringing back Adhoc committees. Also suggested to increase RAC meeting frequency. It was determined that permanent membership should be established prior to making any changes so permanent RAC can vote on direction of RAC

- c) Sign in sheets (mark if you are attending as consumer or agency)- Methodology will be determined once subcommittee establishes membership and RAC structure
- d) Community memberships (RAC Members) – will be determined by subcommittee
- e) Moving Forward (upcoming meetings)- a subcommittee will be established to address RAC membership and structure

II. Reports

- a) Progress (Jen A.) Structural Changes within CARS to oversee CCS. Jen A. will be the permanent Service Director for CCS Care Coordination teams. Will inform agencies when liaison model has been officially dissolved. CCS Operations (1st and 3rd Thursday of each month) meetings are cancelled and will be replaced by a CCS workgroup comprised of one CCS Administrator (see DHS 36.10 (e)(2) for qualifications) from each agency to develop uniformity in documentation and record keeping processes. Process for consumer discharges and consultations will be redesigned by this workgroup. Due to the continuous changes in consumer enrollment data, Jen A. will be reporting data from quarterly CCS reports as reported to the state. Request for written report to be distributed to committee in conjunction with the RAC agenda so committee can come prepared with questions. Jen A. agrees to work with agenda committee to ensure this process occurs.
- b) Consumer Survey- Eligibility requirements for survey completion: CCS consumers need to have been in the CCS program for more than 6 months. It has been determined that 75 consumers are eligible to participate in the annual survey. To date, 4 consumers have participated. Meetings set up for the duration of the September to complete survey. When surveys are completed, data will be reported to the state and shared with the RAC in accordance with DHS 36.

III. Updates

- a) Avatar Update- Avatar did not go live on September 1st due to data conversion issues. Milwaukee County has been having frequent contact with NetSmart to address issue. Milwaukee County will make a formal announcement re: when new launch date is determined.

- b) Ancillary Provider Fair (includes care coordination agencies)- Providers will be invited to have a table/booth at the Jingle Mingle (we will have a separate CCS section)- scheduled for **Wednesday, December 2nd**. Registration forms will be sent out electronically in mid-October. Consumers and providers are welcome to attend.

IV. Adjournment