

## **NORTH CENTRAL REGION COMPREHENSIVE COMMUNITY SERVICES PROGRAM COORDINATION COMMITTEE**

December 17, 2019

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Scott Mildbrand, Vice-Chair of the committee at 3:40 p.m. on December 17, 2019 in the Board Room at the Taylor County Human Services Department and via VIDYO with Iron County Human Services and Sawyer County Human Services.

### **Voting Members Present:**

From Iron County: Bri Thomas

From Taylor County: Catherine Taber and Scott Mildbrand.

From Sawyer County: Alicia Carlson (arrived at 4:00), Joe Bodo and Billy St. Clair

From Price County: Jolie Dirrigle

**Voting Members Absent:** Debbie Huhnstock, Erin Meyer and Cally Bucknell

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator and Dustin Petrone, Service Facilitator.

**Attendance Recording:** Completed and recorded as indicated above.

**Approve Current Agenda:** Brianna Thomas motioned to approve agenda. Catherine Taber seconded. Motion carried.

**Approve Minutes of the November 19, 2019 Meeting:** Brianna Thomas motioned to approve meeting minutes of the November 15, 2019 meeting. Joe Bodo seconded. Motion carried.

**Committee Member Resignation and Recruitment Update:** Price County continues to recruit for a consumer and provider. Jolie Dirrigle reports they may have a consumer interested in being on the committee. Aurora Community Counseling has expressed interest in being on the committee as a provider representative. Cheryl Ketelhut to follow-up with Andy Wolf of Aurora to encourage such.

**2020 Certification Visit:** The Department of Quality Assurance (DQA) was on site on 12/11/2019 to complete records review for 2020 CCS Certification. While two days were scheduled for the review, the process was completed in about five – six hours. Cheryl Ketelhut reported that NCR-CCS has been certified for two years. Such is a great accomplishment as that is the highest level of certification. We received no Statements of Deficiency. There were two areas that the surveyor would like NCR-CCS to track better. One is related to assurance that CCS Service Providers (both county and contracted providers) are receiving the amount of supervision required according to DHS Chapter 36. The second is related to improved tracking of initial document tracking for new providers of services. Neither of these issues affected the status of our certification.

**2020 Meeting Dates:** Cheryl Ketelhut reviewed that the committee had previously decided that the committee meetings would be every other month starting in 2020. Discussion held regarding

having the next meeting in January and then do every other month or start every other month now and have the next meeting in February. Pros and cons of each discussed including when the next CCS Recertification packet would need to be approved. Joe Bodo motioned to have the next committee meeting in February 2020 and continue every other month following that meeting. Brianna Thomas seconded. Motion carried.

**Orientation:** Copies of the Mental Health/Alcohol and Other Drug Abuse Functional Screen Form had been distributed prior to the meeting. This screen determines eligibility for adults interested in CCS enrollment and other mental health programs. The screen is completed annually should the client enroll in a program. Should there be a significant change in the client's condition the screen can be completed anytime, in that way the consumer may qualify for a program when in the past they did not. Cheryl Ketelhut discussed the subject matter included with the screen. Screeners need documented evidence of a diagnosis to mark it on the screen. If two screeners complete a screen on the same person, the results should be the same. Once the screener has all the needed information including collateral from physicians or other clinicians, the data is entered into a state-wide system which calculates eligibility. Should the results not be what was anticipated the screener reviews the screen with peers and/or the functional screen lead at the agency, in this manner assuring accuracy. The functional screen also will indicate if the person may be functionally eligible for long-term support programs. If so, the screener will discuss a referral to the Aging and Disability Resource Center (ADRC) for completion of additional screen.

**Form(s) Approval:** Two forms were presented for review: CCS Service Provider Application and Consumer Transfer Summary. The purpose of each was discussed. Catherine Taber motioned to approve the forms. Brianna Thomas seconded. Motion carried.

#### **County Updates:**

- Iron County they have two consumers enrolled in CCS. People have been eligible for multiple programs and functional screens are being completed on others. All enrollees are adults. Brianna Thomas is completing her first enrollment with a client and reports it is going well.
- Alicia Carlson reported that in Sawyer County the Service Facilitator position has been filled by an internal employee. The former Service Facilitator remains employed by the county and is assisting with orientation. They have six adults enrolled in CCS. They are enrolling clients who moved to Sawyer County and were involved in CCS in the originating county. They also have children in the process of having functional screens completed to determine eligibility.
- Jolie Dirricle reported that they have five adults enrolled with two others considering enrollment.
- Cheryl Ketelhut reported that Taylor County currently has thirty-three people enrolled in CCC, four of which are children/youth. Taylor County has a Service Facilitator on medical leave so that caseload has been split between the remaining Service Facilitators. As a result, they have created a wait list for CCS enrollment. At this time, we anticipate the wait may be a month, possibly longer.

**Administrator's Report:** No report as information was discussed in other parts of the meeting.

**Schedule Next Meeting:** Next meeting scheduled for Tuesday, February 18, 2020 from 3:30 – 4:30.

**Adjourn:** Motion to adjourn was made by Brianna Thomas, second by Jolie Dirrigle. Motion carried. Meeting adjourned at 4:35.

Respectfully Submitted,  
Cheryl Ketelhut, NCR-CCS Administrator

**NORTH CENTRAL REGION COMPREHENSIVE COMMUNITY SERVICES PROGRAM  
COORDINATION COMMITTEE  
November 19, 2019**

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order at 3:40 p.m. on November 19, 2019 in the Board Room at the Taylor County Human Services Department and via VIDYO with Iron County Human Services and Sawyer County Human Services.

**Voting Members Present:**

From Iron County: Bri Thomas, Cally Bucknell  
From Taylor County: Erin Meyer and Catherine Taber  
From Sawyer County: Alicia Carlson, Joe Bodo and Billy St. Clair

**Voting Members Absent:** Debbie Huhnstock, Jolie Dirrigle, and Scott Mildbrand.

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator; Dustin Petrone, Service Facilitator; Liza Daleiden, Interim Director Taylor County Human Services and True Lor, DHS Area Administration.

**Attendance Recording:** Completed and recorded as indicated above.

**Approve Current Agenda:** Erin Meyer motioned to approve agenda. Catherine Taber seconded. Motion carried.

**Approve Minutes of the October 15, 2019 Meeting:** Joe Bodo motioned to approve meeting minutes of the October 15, 2019 meeting. Erin Meyer seconded. Motion carried.

**Committee Member Resignation and Recruitment Update:** Price County continues to recruit for a consumer and provider representative as those stakeholders representing Price County have resigned from this committee. Cheryl Ketelhut will follow up with CCS Staff at Price County to determine status of Price County member recruitment and offer assistance if needed.

**2020 Certification Visit:** The Department of Quality Assurance (DQA) will be on-site at Taylor County on 12/11/2019 to complete the 2020 Certification visit. Should extra time be needed the site visit will continue on 12/12/19. Cheryl Ketelhut reports that files from all four counties will be reviewed. Forms and documentation requesting recertification have been completed and submitted to DQA. Cheryl Ketelhut will be contacting partnering county staff if additional information is needed. Cheryl Ketelhut to send copies of supervision log form to Iron and Sawyer County Service Directors.

**2020 Meeting Frequency:** Cheryl Ketelhut reported that with the DQA Recertification Visit in early December she would recommend a committee meeting in December per the usual schedule. Cheryl and Alicia Carlson, CCS Committee Chairperson, met and based on the committee's decision to have meetings every other month will schedule meetings on even months in 2020. Between meetings county partners can work on individual projects and report to the committee at meetings.

**2020 Quality Improvement (QI) Plan Approval:** Draft copies of the 2020 QI plan were distributed in the packet of documents sent to members prior to this meeting. As directed by this committee at the October 15, 2019 meeting, the QI plan was developed by Cheryl Ketelhut and Alicia Carlson. All goals were discussed including objectives and action plans for each goal. Discussed length of time the consumer should have a service facilitator before a satisfaction survey is sent with options of three or six months. Pros and cons discussed with committee keeping the time at six months.

Discussed the length of time that a CCS consumer has a provider before receiving a satisfaction survey. Question was raised that six months may be a long time to have a service if a consumer is not satisfied. Discussed the role of a Service Facilitator (SF) in monitoring services. With the frequency of SF contact with a consumer, satisfaction with services is discussed on an ongoing basis and would be discovered before the six months. Committee decided to keep the time at six months.

Discussed the surveys distributed annually where data is submitted to the state and how that data is incorporated into QI goal number five.

Motion by Joe Bodo and second by Catherin Taber to approve the QI plan. Motion carried. Ms. Ketelhut stated that the approved QI plan will be sent to DQA in preparation for the December Recertification Visit.

**2020 NCR-CCS Plan and Policy Approval:** Draft copies of the 2020 NCR-CCS Plan and Policies were distributed in the packet of documents sent to members prior to this meeting. All changes were reviewed with reason for the change. Cheryl Ketelhut stated the biggest change was in the Quality Assurance Policy. When the CCS region was first formed some policies of other CCS Programs were used and approved by NCR-CCS. Now that we have our own experience the policy is being reviewed to reflect our individual methods for monitoring quality. Cheryl Ketelhut indicated that all plans and policies are fluid and subject to change as staffing and program changes occur. When changes are needed, they are brought to the committee for discussion and recommendations. The QA policy may undergo further changes before the certification visit however Ms. Ketelhut is asking that the draft policy be approved. Should additional changes be recommended they will be brought to the committee at the next meeting. Committee members verbalized understanding and agreement. There were no questions regarding the proposed changes. Erin Meyer motioned, and Catherine Taber seconded, to approve the 2020 NCR-CCS Plan and Policies. Ms. Ketelhut stated that the approved plan and policies will be sent to DQA in preparation for the December Recertification Visit.

**Form(s) Approval:** None

**County Updates:**

- Cheryl Ketelhut reported that Taylor County currently has thirty-one people enrolled in CCS. with another nine potential eligible consumers.
- Alicia Carlson reported that in Sawyer County the SF position remains open. No one applied for their open SF position and they were not able to hire a potential employee. Cheryl Ketelhut stated that she would contact Alicia to further discuss solutions. They have

four adults enrolled in CCS and one adolescent. They are working on transferring someone who has moved to Sawyer County that was enrolled in CCS in another county within the State.

- Iron County they have two consumers enrolled in CCS. People have been eligible for multiple programs and are choosing them over CCS.

**Administrator's Report:** No report as information was discussed in other parts of the meeting.

**Schedule Next Meeting:** Next meeting scheduled for Tuesday, December 17, 2019 from 3:30 – 4:30.

**Adjourn:** Motion to adjourn was made by Erin Meyer with second by Catherine Tabor to adjourn. Motion carried. Meeting adjourned at 4:35.

Respectfully Submitted,  
Cheryl Ketelhut, NCR-CCS Administrator

## **NORTH CENTRAL REGION COMPREHENSIVE COMMUNITY SERVICES PROGRAM COORDINATION COMMITTEE**

October 15, 2019

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order at 3:37 p.m. on October 15, 2019 in the Board Room at the Taylor County Human Services Department and via VIDYO with Iron County Human Services, Price County Human Services and Sawyer County Human Services.

### **Voting Members Present:**

From Iron County: Bri Thomas and Cally Bucknell

From Taylor County: Erin Meyer and Catherine Taber

From Sawyer County: Alicia Carlson, Joe Bodo and Billy St. Clair (arrived at 4:10)

From Price County: Jolie Dirrigle

**Voting Members Absent:** Debbie Huhnstock and Scott Mildbrand. Price County continues to recruit for a consumer and provider representative as those stakeholders representing Price County have resigned from this committee.

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator

**Attendance Recording:** Completed and recorded as indicated above.

**Approve Current Agenda:** Erin Meyer motioned to approve agenda. Joe Bodo seconded. Motion carried.

**Approve Minutes of the August 20, 2019 Meeting:** Erin Meyer motioned to approve meeting minutes of the August 21, 2019 meeting. Catherine Tabor seconded. Motion carried.

### **County Updates:**

- Cheryl Ketelhut reported that Taylor County currently has thirty-one people enrolled in CCS.
- Alicia Carlson reported that they are advertising for the second time to fill the Service Facilitator position. Joe Bodo questioned if VIDYO could be used by Service Facilitators and if Service Facilitators in other of the NCR CCS region could cover outside of their own county. Cheryl indicated that this would be investigated. They have seven people enrolled in CCS.
- Iron County reported that the transition with a new employee is going well. They have two consumers enrolled in CCS.
- Jolie Dirrigle indicated they have six people enrolled in CCS.

**Committee Member Resignation and Recruitment Update:** Price County continues to recruit for a consumer and provider representative as those stakeholders representing Price County have resigned from this committee. Jolie Dirrigle reports that she has spoken to a provider about

becoming a member of this committee. That agency is agreeable but has not yet informed Jolie of the specific employee that will fill that position.

**2020 Meeting Frequency:** Cheryl Ketelhut reported that at previous meetings of this committee a different structure for meetings has been discussed. All present feel that monthly meetings are not needed. Members present suggested either quarterly or every other month meetings with each county in the region working on a specific "project" between meetings. They would report back to the committee at each committee meeting. All agreed that a structure like this would be beneficial. Cheryl Ketelhut asked that monthly meetings continue in November and December as committee approval will be needed for documents related to the 2020 CCS Certification process. Catherine Taber motioned that the committee meeting every other month starting in 2020. Jolie Dirrigle seconded. Motion carried. Cheryl Ketelhut and Alicia Carlson to meet and discuss possible meeting dates and bring to the November meeting of this committee.

**Quality Improvement Plan Approval:** Cheryl Ketelhut reported that in the past this committee decided to ask CCS staff for input into the QI Plan development. Alicia Carlson and Jolie Dirrigle stated that possible elements of the plan were discussed at a recent NCR-CCS Service Directors Meeting. Alicia Carlson suggested that she and Cheryl Ketelhut meet to discuss the plan and report back to the committee. All agreed to this plan. Erin Meyer motioned to table approval of the QI Plan until the November meeting. Joe Bodo seconded. Motion carried.

**Orientation:** Peer Support was discussed. Description of the services was given. NCR-CCS has no providers for this service. Providers are usually employed through the Independent Living Centers (ILC). North Country ILC in Superior covers all the counties in NCR except for Taylor, which is covered by Midstate ILC in Stevens Point. Cheryl Ketelhut stated she has been in contact with both ILCs and they are willing to provide services, when asked they cannot cover services for people outside their region. North Country ILC is in the middle of an administrative leave therefore wanted to wait to contract for services. Midstate contracted with NCR-CCS for peer support but the employee was not certified by NCR. Ms. Ketelhut will continue to reach out to both agencies for updates. Committee discussed the frequency, location and intensity of the course to become a Peer Support Specialist.

**Form(s) Approval:** None

**Administrator's Report:** No report as information was discussed in other parts of the meeting.

**Schedule Next Meeting:** Next meeting scheduled for Tuesday, November 19, 2019 from 3:30 – 4:30. The December Meeting will be held on Tuesday, December 17, 2019 from 3:30 – 4:30.

**Adjourn:** Motion to adjourn was made by Catherine Taber with second by Erin Meyer to adjourn. Motion carried. Meeting adjourned at 4:35.

Respectfully Submitted,  
Cheryl Ketelhut, NCR-CCS Administrator

## **NORTH CENTRAL REGION COMPREHENSIVE COMMUNITY SERVICES PROGRAM COORDINATION COMMITTEE**

August 20, 2019

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order at 4:05 p.m. on August 20, 2019 in the Board Room at the Taylor County Human Services Department and via VIDYO with Iron County Human Services and Sawyer County Human Services. Organizations not present were Price County Human Services

### **Voting Members Present:**

From Iron County: Bri Thomas, Dustin Petrone and Cally Bucknell  
From Taylor County: Scott Mildbrand, Erin Meyer and Catherine Taber  
From Sawyer County: Alicia Carlson  
From Price County: None

**Voting Members Absent:** Debbie Huhnstock, Jolie Dirrigle and Carol Lund. Price County is recruiting for a consumer and provider representative as those stakeholders representing Price County has resigned from this committee.

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator

**Attendance Recording:** Completed and recorded as indicated above.

**Approve Current Agenda:** Erin Meyer motioned to approve agenda. Scott Mildbrand seconded. Motion carried.

**Election of Chairperson and Vice-chairperson:** Cheryl Ketelhut reported that effective 7/22/2019 Trinke Alexander was not employed by Sawyer County. Such was reported to committee members as a notice that at the next meeting election of a new Chairperson and Vice-chairperson would be on the agenda. Discussion among members regarding duties of the positions and that according to the committee by-laws the Chairperson is to be from new county at each two-year cycle. Taylor County representative Scott Mildbrand was Chairperson of the committee prior to Ms. Alexander. Cheryl Ketelhut reported that as an alternative to a committee member from Iron, Price or Sawyer being elected to this position, the bylaws could be changed to eliminate the requirement. Alicia Carson volunteered to chair the committee, completing the term of Ms. Alexander, and Scott Mildbrand was asked and agreed to fill the role of Vice-chairperson. Motion by Cally Bucknell with second by Catherine Taber to nominate Alicia Carlson as Chairperson and Scott Mildbrand as Vice-chairperson. Motion carried. Members present thanked Ms. Carlson and Mr. Mildbrand for filling the needed positions. Cheryl Ketelhut and Alicia Carlson agreed to meet to further discuss committee role and duties.

**Approve Minutes of the June 18, 2019 Meeting:** Erin Meyer motioned to approve meeting minutes of the June 18, 2019 meeting. Catherine Tabor seconded. Motion carried.

**County Updates:**

- Cheryl Ketelhut reported that Taylor County currently has 29 people enrolled in CCS with 7 people in the assessment process and Laurie Hoffman is contacting another 3 people who have expressed interest in CCS.
- Alicia Carlson reported that they have county approval to fill the position vacated by Ms. Alexander and hire an additional position for competing CCS QA tasks. They also have approval to hire an additional Service Facilitator in 2019. There are very limited providers available in Sawyer County. As such the Sawyer County staff are providing many services off the CCS services array and caseload sizes are smaller.
- Iron County reported that the transition with a new employee is going well.

**Committee Member Resignation and Recruitment Update:** Price County continues to recruit for a consumer and provider representative as those stakeholders representing Price County has resigned from this committee. Sawyer County's provider representative has not attended a meeting in 2019. In discussing this issue with Langston Hughes from the WI Department of Health Services additional models for the CCS Coordination Committee were provided. Ms. Ketelhut reviewed that the date and time of the committee meetings in this region were agreeable to members. We could have meetings less frequently than monthly. In addition, he suggested individual county workgroups could be established to meet between meetings, with these workgroups assigned a specific task. They would report back to the entire committee. Alicia Carlson and Cheryl Ketelhut to meet to discuss possible changes to the structure of this committee and bring information back to the September meeting.

**Bylaws Change:** Cheryl Ketelhut reviewed that RuthAnn Koch from the Taylor County Corporation Counsel's Office provided language for the bylaws of this committee to indicate members may delegate a proxy to vote for them. The language states:

If a member cannot attend a meeting of the Coordination Committee, that member may designate a proxy to attend in the member's stead. Such designation a) shall be in writing, b) shall indicate on its face whether it is a general or limited proxy, and c) shall be provided to the Secretary prior to the meeting.

Ms. Ketelhut consulted with RuthAnn Koch from the Taylor County Corporation Counsel's Office regarding questions asked at the last meeting of this committee. One proxy per person is recommended but they can be appointed ahead of time for use at any time. It is recommended that proxies use a separate application from a voting member's application, and it needs to indicate if the proxy is limited or general. Ms. Ketelhut explained that a general proxy allows a proxy holder to vote however he or she sees fit on any matter that may be undertaken at a specific meeting. A limited proxy lists the issues that a proxy may cast a vote on behalf of a voting interest and instructs the proxy holder on how to vote on those issues. Members present discussed the change as written. Motion to change the by-laws as indicated above was made by Erin Meyer with second by Catherine Taber. Motion carried. Cheryl Ketelhut will bring a proxy application/form to the next meeting for approval.

**Orientation:** Motion by Erin Meyer and seconded by Scott Mildbrand to table this item to the next meeting due to time constraints. Motion carried. Orientation to the service peer support will be tabled to the September meeting of this committee.

**Form(s) Approval:** None

**Administrator's Report:** Ms. Ketelhut reported that all the CCS staff will be attending training in Sawyer County on 8/21/2019. This training was developed by the Service Directors and Mental Health Professionals in each of the four counties of our CCS region. Ms. Ketelhut reported that prior to this meeting she attended a meeting with Taylor County Human Services and representatives from the WI Department of Health Services (DHS). DHS is implementing a change in mental health care for youth. This is called the Children's System of Care and one of its aims is to integrate CCS with the Comprehensive Services Team Program. Ms. Ketelhut offered to provide more information about this at the next committee meeting. Members agreed.

Ms. Ketelhut reported that the results of the Provider Satisfaction Survey show that CCS consumers strongly agree or agree that they are satisfied with CCS services provided by a specific provider. To receive the survey the person had to be rerolled in CCS for six months and have had the same provider for six months. Due to staff changes in the other counties all the surveys were distributed to people enrolled in Taylor County CCS. Fifteen surveys were sent, with 6 surveys returned for a 40% return rate, which is very good. Distribution of the Service Facilitator Satisfaction Survey will occur in early fall.

**Schedule Next Meeting:** Next meeting scheduled for Tuesday, September 17, 2019 from 3:30 – 4:30.

**Adjourn:** Motion to adjourn was made by Erin Meyer with second by Scott Mildbrand to adjourn. Motion carried. Meeting adjourned at 4:45.

Respectfully Submitted,  
Cheryl Ketelhut, NCR-CCS Administrator

**NORTH CENTRAL REGION COMPREHENSIVE COMMUNITY SERVICES PROGRAM  
COORDINATION COMMITTEE**

June 18, 2019

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Scott Mildbrand on at 3:35 p.m. on June 18, 2019 in the Board Room at the Taylor County Human Services Department and via VIDYO with Iron County Human Services and Sawyer County Human Services. Organizations not present were Price County Human Services

**Voting Members Present:**

From Iron County: Bri Thomas

From Taylor County: Scott Mildbrand, Erin Meyer and Catherine Taber

From Sawyer County: William Lewis and Trinke Alexander,

From Price County: None

**Voting Members Absent:** Debbie Huhnstock, Cally Bucknell, Jolie Dirrigle and Carol Lund. Price County is recruiting for a consumer and provider representative as those stakeholders representing Price County has resigned from this committee.

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator; Dustin Pitrone, NCR-CCS Service Facilitator in Iron County; and Laurie Hoffman, Clinical Services Manager of NCR-CCS.

**Attendance Recording:** Completed and recorded as indicated above.

**Approve Current Agenda:** William Lewis motioned to approve agenda. Scott Mildbrand seconded. Motion carried.

**Approve Minutes of the April 23, 2019 Meeting:** Scott Mildbrand motioned to approve meeting minutes of the April 23, 2019 meeting. William Lewis seconded. Motion carried.

**Price County Update:** Cheryl Ketelhut reported that effective 5/1/2019 Price County employees have provided Service Facilitation for the consumers enrolled in CCS. In addition, the functions of Service Director and Mental Health Professional are now provided in the same manner. Laurie Hoffman has helped Price County employees by providing training. Price County employees are doing well and use Taylor County staff to answer questions.

**Committee Member Resignation and Recruitment Update:** Price County is recruiting for a consumer and provider representative as those stakeholders representing Price County has resigned from this committee. Jolie Dirrigle, the supervisor of CCS in Price County informed Cheryl Ketelhut that they have contacted people to represent consumers and providers but have not been able to confirm participation on this committee. It is hoped that those positions will be filled by our next committee meeting. Bri Thomas has replaced Amanda Martin as a provider representative from Iron County.

**Bylaws Change:** Cheryl Ketelhut reported that RuthAnn Koch from the Taylor County Corporation Counsel's Office provided language for the bylaws of this committee to indicate members may delegate a proxy to vote for them. The language states:

If a member cannot attend a meeting of the Coordination Committee, that member may designate a proxy to attend in the member's stead. Such designation a) shall be in writing, b) shall indicate on its face whether it is a general or limited proxy, and c) shall be provided to the Secretary prior to the meeting.

Ms. Ketelhut explained that a general proxy allows a proxy holder to vote however he or she sees fit on any matter that may be undertaken at a specific meeting. A limited proxy lists the issues that a proxy may cast a vote on behalf of a voting interest and instructs the proxy holder on how to vote on those issues. Members present discussed the change as written. Further discussion included if a proxy can be appointed for use at any meeting in case it is needed, could a committee member have multiple proxies, should the proxy complete a committee member application and the possibility of adapting the current application to include the proxy's information. Members decided to table voting on the bylaw language change until further information is obtained. Ms. Ketelhut will bring a revised committee application to the next meeting for discussion. Ms. Ketelhut to consult with Taylor County Corporation Counsel on two questions:

- May a proxy be appointed for use at any meeting in case it is needed?
- Could a committee member have multiple proxies?

Discussion was also held regarding provider representation on this committee. Currently the Committee Bylaws state a provider must be a CCS Certified Provider. Discussion was held regarding the pros and cons of this requirement. It was thought that perhaps having provider who are not CCS Certified would offer community providers insight into the CCS Program and what it offers to consumers and bring another view to the committee. It was decided by those present to not change that portion of the bylaws at this time.

**Orientation:** An orientation schedule was sent out to all members before the meeting. Cheryl Ketelhut and Laurie Hoffman provided an explanation of the assessment completed by the Service Facilitator when a consumer enrolls in NCR-CCS.

**Form(s) Approval:** None

**Administrator's Report:** Cheryl Ketelhut reported the following enrollment numbers:

Iron County: 2

Price County: 5

Sawyer County: 8

Taylor County: 32

TOTAL: 47 enrollees in NCR-CCS

Of these 5 are youth and 42 are adults. Cheryl Ketelhut informed those present that Polly Wong has retired from the Wisconsin Department of Quality Assurance. That means we will have

someone new complete our 2020 NCR-CCS Program Certification. That process is scheduled to occur in December of this year.

**Schedule Next Meeting:** Next meeting scheduled for Tuesday, July 16, 2019 from 3:30 – 4:30.

**Adjourn:** Motion to adjourn was made by Scott Mildbrand with second by Erin Meyer. Motion carried. Meeting adjourned at 4:20.

Respectfully Submitted,  
Cheryl Ketelhut, NCR-CCS Administrator

## **NORTH CENTRAL REGION COMPREHENSIVE COMMUNITY SERVICES PROGRAM COORDINATION COMMITTEE**

April 23, 2019

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Scott Mildbrand at 3:40 p.m. on April 23<sup>rd</sup>, 2019 in the Board Room at the Taylor County Human Services Department and via VIDYO with Iron County Human Services and Price County Human Services. Organizations not present were Sawyer County Human Services and DHS Office in Rhinelander.

### **Voting Members Present:**

From Iron County: Cally Bucknell and Amanda Marten

From Taylor County: Scott Mildbrand, Erin Meyer and Catherine Taber

From Sawyer County: None

From Price County: Jolie Dirrigle

**Voting Members Absent:** William Lewis, Trinke Alexander, Dan Lemke, Debbie Huhnstock and Carol Lund

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator; Marlana Lammar, Administrative Assistant for Taylor County Human Services and TCDOP, and True Lor from DHS Area Administration.

**Attendance Recording:** Completed and recorded as indicated above.

**Approve Current Agenda:** Erin Meyer motioned to approve agenda. Catherine Taber seconded. Motion carried.

**Approve Minutes of the January 15, 2019 Meeting:** Erin Meyer motioned to approve meeting minutes of the January 15, 2019 meeting. Cally Bucknell seconded. Motion carried.

**Price County Update:** Cheryl Ketelhut informed those present that as of next week, New Horizons will not be a provider in the North Central Region. From that, Price County has decided to bring service facilitators in house, and they will work for the county. Laurie Hoffman is helping them get ready to provide services by May 1<sup>st</sup>. Several of the staff from New Horizons North has been hired by Aurora. Some of their consumers will stay with the staff they are already working with. Recovery plan and services are going to stay the same. Consumers whose providers did not get hired by Aurora will be transferred to new staff. Warm hand offs for consumers are being done for new service facilitator so we can do best for the consumer. When this process started, Langeston Hughes at DHS and Polly Wong were updated on this process. Cheryl Ketelhut will be updating them again later this week. Throughout this whole process we want to update the consumers and letting them know we want to make this transition as smooth as possible and keep services running.

**Committee Member Resignation and Recruitment Update:** Cheryl Ketelhut expressed her concern about attendance at these meetings. Six members need to be present to have an official

quorum. In February, each Director wrote a letter to their committee members about mandatory attendance for the meeting. A meeting was scheduled to take place in March, but not enough people attended to make it a quorum. Those who did attend did discuss about what was on the agenda, but no voting could be done. Directors will be meeting again in May to discuss the attendance issue again and see what can be done differently.

**Orientation:** An orientation schedule was sent out to all members before the meeting. Cheryl Ketelhut brought to question what the committee would like to do with this orientation schedule, and if it should be continued. If so, would the topics keep repeating? Is there anything new to add? Jolie Dirrigle commented that the schedule should be kept how it is, and that maybe the focus of that topic could differ from prior years. Erin Meyer agreed. With agreement from the committee to keep the schedule, orientation will start back up again in May.

**Form(s) Approval:** None

**Administrator's Report:** Cheryl Ketelhut reported the following enrollments as of 4/19/19:

Iron County: 1

Price County: 8

Sawyer County: 6

Taylor County: 29

TOTAL: 45 enrollees in NCR-CCS

\*Note: No exact # due to daily changes

Ms. Ketelhut reported that CCS staff attended the State-Wide CCS Meeting at Wisconsin Dells on April 16<sup>th</sup>. From what she heard the main speaker was very dynamic and discussed well on how to engage consumers. Three quarters of the meeting was the main speaker, and the other quarter was breakout sessions. Ms. Ketelhut then opened the discussion of what members from other counties thought of the meeting. Jolie Dirrigle reported that she felt that the meeting was not helpful and felt repeated. She said the breakout session she attended was good. Overall an 'okay' experience. Amanda Marten commented that she also did not find the meeting to be beneficial. She thought the main speaker was good, but very repetitive. In the breakout session she attended, many people left before the session was over. Ms. Ketelhut thanked them for their thoughts.

Ms. Ketelhut informed that another statewide meeting is coming up in the Fall. It is the CCS & CST meeting for Adolescence and Children. More details will be coming in the future.

Ms. Ketelhut also reported on the quality assurance process for consumers. Laurie Hoffman and Ms. Ketelhut have met and want to look at different data points and consumer satisfaction surveys. The executive committee decide to make this plan to send out consumer satisfaction surveys to consumers this Spring. One survey will be for service facilitators and the other will be for any of the providers the consumer may have. Ms. Ketelhut questioned if sending out both surveys would be appropriate. Erin Meyer commented that they should be sent out one at a time. One now and the other in June. She also noted that our survey should not get confused with the State survey. Catherine Taber suggested that the committee just send out one. From these comments, Cheryl Ketelhut will send out the survey, and it will have the same parameters as the state does. The other comments were also noted: six months of services will be done before sending out the survey,

Price County will get a little more time to get the survey out due to all the changes, survey will evaluate whoever the provider is (Therapists, etc.), and the survey will be confidential for all consumers. Cheryl Ketelhut will send out surveys to the committee in the future.

Scott Mildbrand suggested that the committee get more information about youth enrollment. The county would like to know more. Cheryl Ketelhut reported that youth enrollment from the follow counties includes: Taylor: 2-3 & Sawyer: 1-2. She also noted that at providers increase, more kids will be enrolled. It also is hard to enroll child because parents are also involved. If parents are not interested in being engaged, this can cause barriers in care. From these comments, Scott Mildbrand asked if youth placements could be measured for success. The thought behind it is, if services are provided earlier in life, maybe it could lead to less placements in the future.

**Set Next Meeting Date:** Next meeting scheduled for Tuesday, May 21<sup>st</sup>, 2019 from 3:30 – 4:30.

**Adjourn:** Motion to adjourn was made by Erin Meyer with second by Jolie Dirrigle. Motion carried. Meeting adjourned at 4:20.

Respectfully Submitted,  
Marlana Lammar for Cheryl Ketelhut, NCR-CCS Administrator

## **NORTH CENTRAL REGION COMPREHENSIVE COMMUNITY SERVICES PROGRAM COORDINATION COMMITTEE**

January 15, 2019

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Scott Mildbrand on at 3:40 p.m. on January 15, 2019 in the Board Room at the Taylor County Human Services Department and via VIDYO with Iron County Human Services, Price County Human Services, Sawyer County Human Services, New Horizons North and DHS Office in Rhinelander.

### **Voting Members Present:**

From Iron County: Cally Bucknell  
From Taylor County: Scott Mildbrand and Erin Meyer  
From Sawyer County: William Lewis and Trinke Alexander  
From Price County: Valerie Levno

**Voting Members Absent:** Jolie Dirrigle, Dan Lemke, Amanda Marten, Debbie Huhnstock, Catherine Taber and Carol Lund

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator; Laurie Hoffman, NCR-CCS Mental Health Professional and Service Director; and True Lor, DHS Area Administration

**Attendance Recording:** Completed and recorded as indicated above.

**Approve Current Agenda:** Valerie Levno motioned to approve agenda. Trinke Alexander seconded. Motion carried.

**Approve Minutes of the November 20, 2018 Meeting:** William Lewis motioned to approve meeting minutes of the November 20, 2018 meeting. Valerie Levno seconded. Motion carried.

**Orientation:** Cheryl Ketelhut reviewed Substance handout that was emailed prior to the meeting. Questions of those present answered.

**Update on 2019 Certification Visit:** Cheryl Ketelhut informed those present that Polly Wong from The WI Department of Quality Assurance was on-site on Monday December 10, 2018 to review records, policy, plan and documents to certify our CCS program for 2019. Visit was completed, and NCR-CCS is certified for 2019. While no Statements of Deficiency were issued, Ms. Wong had very serious concerns regarding lack of clinical depth in one file. Because of this concern, NCR-CCS will be holding training/meetings for both Service Facilitators, Mental Health Professionals (MHP) and Service Directors (SD) in our region. This will be both region-wide training and individual partnering counties as needed. Cheryl Ketelhut will be coordinating a training from the Department of Health Services regarding Person Centered Planning that was scheduled for Fall of 2018 and cancelled by DHS. Laurie Hoffman will be coordinating the meetings for MHPs and SDs.

**Form(s) Approval:** None

**Administrator's Report:** Cheryl Ketelhut reported the following enrollments as of 12/31/2018:

Iron County: 1

Price County: 2

Sawyer County: 5

Taylor County: 27

TOTAL: 36 enrollees in NCR-CCS

Ms. Ketelhut informed those present that the Statewide CCS Spring Statewide Meeting will be on April 16, 2019 in WI Dells. Consumers, Committee members, providers and staff are all invited to attend. Registration will open in the future and is limited to 700 people.

Ms. Ketelhut also reported on results of the committee member survey asking for day of week and time that would work best for committee members for 2019 meetings. Such was emailed to members following the last meeting. Four of twelve committee members responded with the majority saying Tuesday worked best. One person suggested the meeting start on Tuesday at 3:00 instead of 3:30. Committee discussed possible solutions to declining attendance at meetings. Ms. Ketelhut stated this declining attendance also applied to the Quality Improvement (QI) Committee of this group as a quorum was not present for today's QI Meeting. Possible solutions include having meetings every other month, expanding the number of people on the board, having a county board member from each county on the committee and having a proxy system for voting. Mr. Mildbrand requested Cheryl Ketelhut discuss attendance with the county directors and have Committee Membership on the agenda for the next meeting.

**Set Next Meeting Date:** Next meeting scheduled for Tuesday, February 19, 2019 from 3:30 – 4:30.

**Adjourn:** Motion to adjourn was made by Valerie Levno with second by William Lewis. Motion carried. Meeting adjourned at 4:40.

Respectfully Submitted,  
Cheryl Ketelhut, NCR-CCS Administrator