

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

December 21, 2021

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Scott Mildbrand at 3:05 p.m. on December 21, 2021, via Zoom and in person in Taylor County with all counties in the region represented.

### **Voting Members Present:**

From Iron County: Cally Bucknell and Brianna Thomas

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

From Sawyer County: Hailey Sands and Alicia Carlson

From Price County: Chana Rymarkiewicz

**Voting Members Absent:** Nancy Campbell-Kelz and Barbara Garret

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator, Sarah Reese-Socha, Director Price County and Tori Borman, TCHS Administrative Assistant

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

**Introduce New Member:** Barbara Garrett will be the new member for Taylor County, she was not present at this meeting.

**Approve Minutes of the October 19, 2021, Meeting:** Catherine Taber motioned to approve meeting minutes of the October 19, 2021, meeting and Cally Bucknell seconded. Motion carried.

**Provider Updates:** There are no new providers, however, Cheryl Ketelhut stated currently have some possible issues with one of our contracted providers Aurora due to a state requirement for audits on contracts. The total amount of revenue considered by the State is not just the revenue from our contract but the total revenue for all the contracts for all DHS Services provided. Cheryl Ketelhut further explained that according to Aurora fiscal staff, Taylor County is the only county that is requiring the audit to be done. Taylor County submitted an audit waiver to the state, but it leads the state to be concerned with Aurora not having audit as for profit organization. If audit is required, and Taylor County being the only one, Aurora will raise their rates significantly by 16%. Cheryl Ketelhut, Rhonda Rudolph and Liza Daleiden continue to work with Aurora. A frustration was expressed with Chapter 36 and Medical Assistance Requirements. Requiring mental health therapists be CCS providers and bill CCS for services. This means that often times people have to choose to be in CCS or stay with their non-CCCS provider therapist. IF the clients sees Mental Health Therapist at Aspirus; CCS is not an option as they will not be CCS providers for any program in the State.

**Certification Update:** Department Quality Assurance, Rina Anderson was here to complete CCS recertification and found no deficiencies, meaning we are all complaint and there are no changes. We have been certified again, for two more years.

**Bylaws – Term Limits:** People on committee, did not see any rule of Term Limits in the Bylaws. The question was raised if there should be a limit put in place. It was mentioned by Iron County, there is a lack of knowledge of the CCS Program and believes there would be a struggle finding someone to fill the role, Sawyer concurred. Erin Meyer of Taylor County said no to putting term limits in place. Committee agreed to keep as is, and revisit in the future, if needed.

**NCR-CCS Policy Approval:** None.

**NCR-CCS Form Approval:** None

**Quality Improvement Plan Review:** This topic is discussed at every meeting. Referenced to handout of 2021 Annual Quality Improvement Plan; Updated on 10/19/2021 that was relayed to the committee members prior to the meeting. Number 1 regarding the satisfaction survey for service facilitator were discussed and overall it resulted to be very good. Number 2 goal; regarding Provider Satisfaction, internal surveys do not get reported to state, however, the state is shown these surveys during the recertification time period. Our region is over at 25% response rate, looking at some incentives, but the budget doesn't really allow that option. It was discussed and agreed upon to keep the internal surveys. As for the 3<sup>rd</sup> goal, life satisfaction, be adding to the plan for next year. Discussed the DHS Survey sent to consumer annually, Sawyer County expressed the difficulty getting back these surveys and they are better in person. Cheryl referenced the handout NCR-CCS Enrollment Report and Number of Hospital Days that was supplied to the Committee prior to the meeting, discussed how Taylor County had 9 days for two CCS clients that were in hospital/In-patient in Quarter 3 for 2021. February 2022 meeting will plan to approve goal number 5 to reflect goal number 6.

#### **County Updates:**

- Cally Bucknell in Iron County stated have 2 CCS consumers enrolled. A lot of the functional screens that are happening are going to Community Support Program (CSP) as the individuals are more high needs, including medication management or being discharged from the hospital.
- Alicia Carlson reported on behalf of Sawyer County, states 7 CCS consumers, could be more but the clients don't want to switch Mental Health counselors. One provider is only having Zoom as the only option and clients don't want that. Schools having counselors is almost like a competition due to the benefit of having them located right in the building. Due to the schools not collaborating well with the CCS program, it is easier for adults to be enrolled in this program.
- Chana Rymarkiewicz in Price County reports that they have one consumer enrolled in the program and have 2 possibilities. Spoke about CSP that 2 consumers are transferring to CCS. They do have a new CCS worker and is dually training for crisis training.
- Cheryl Ketelhut for Taylor County reports that at end of third quarter they had 41 consumers enrolled. Have had some staff changes within the unit and agency wide, including new CCS staff. This person is now orientated and has a caseload, Birth to Three Coordinator has put resignation of retirement in effective of February 2022, with that, CLTS clients on her caseload will have to be changed to a new case manager, leading up to CCS Consumers to be divided with other case managers. Cheryl Ketelhut spoke about the different programs that have been very busy and touched on how CLTS is state mandated

program, and CCS is not. Cheryl Ketelhut reported to committee that Liza is retiring in February 2022 and the new director will be starting January 10, 2022.

**Administrator's Report:** Cheryl Ketelhut stated she covered this topic throughout the other topics and in the discussions.

**Schedule Next Meeting:** Next meeting is February 15, 2022, at 3:00.

**Adjourn:** Motion to adjourn by Cally Bucknell, second by Chana Rymarkiewicz. Motion carried. Meeting adjourned at 4:20p.m.

Respectfully Submitted, Tori Borman, TCHS Administrative Assistant

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

October 19, 2021

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Alicia Carlson at 3:00 p.m. on October 19, 2021, via Zoom and in person in Taylor County with all counties in the region represented.

**Voting Members Present:**

From Iron County: Cally Bucknell and Brianna Thomas

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

From Sawyer County: Hailey Sands and Alicia Carlson

From Price County: Chana Rymarkiewicz

**Voting Members Absent:** Billy St. Clair and Nancy Campbell-Kelz. (Debbie Huhnstock not on the committee any longer).

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator and True Lor, DHS Administration

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

**Approve Minutes of the August 17, 2021, Meeting:** Catherine Taber motioned to approve meeting minutes of the August 17, 2021, meeting and Chana Rymarkiewicz seconded. Motion carried.

**Quality Improvement Plan Update:** Copies of the Quality Improvement Plan and the results of the completed satisfaction surveys were distributed before the meeting. A total of 40 consumers were sent 114 surveys – one Service Facilitator Survey and one Provider Satisfaction Survey for each CCS service they receive. Four consumers in Iron County were sent surveys, 3 in Sawyer and 33 in Taylor County. Consumers had to be enrolled in CCS for six months or discharged within the last three months to receive the surveys

- Service Facilitator Satisfaction Survey: 10 Satisfaction Surveys were returned – all for Service Facilitators in Taylor County. This is a 25% response rate. 95.4% responded in a favorable manner, 3.6% did not know and 1% disagreed. This meets the goal of 90% established by the CCS Coordination Committee. Although it is a slight decrease from 2020 (97%).
- Provider Satisfaction Survey: 24 Satisfaction Surveys were returned which is a 23.5% return rate. 97.7% agreed they were satisfied with their provider, 1.9% did not know and 0.3% disagreed. This meets the goal of 90% established by the CCS Coordination Committee. Although it is a slight decrease from 2020 (99%).

Cheryl Ketelhut questioned if the committee wanted to look at ways to improve the response rate. Could in-person surveys gain a better response rate? Are people receiving too many surveys and therefore not responding? Committee agreed to place this topic on the agenda for the December meeting. Cheryl Ketelhut will speak with the support staff who gathered the results to determine if there would be a way to share individual county responses while maintaining confidentiality of the consumer and report back at the December meeting. Cheryl Ketelhut will share overall results with providers.

**Provider Update:** New provider contacts include:

- Established contract with dietitian (Odessa Gallett) that works for local health care agency. She is committed to helping people with MH/SUD issues so has established her own agency. She will be providing wellness Management and Individual Skill Development.
- Established contract with Elmergreen Associates in Wausau. They are a counseling clinic. Committee members reminded that with telehealth, the consumer can see counselors in locations other than offices. Reviewed that CCS also contracts with Caillier Clinic in Eau Claire for counseling as well. They specialize in children.
- SOAR Services: continue to work with owner on rates.
- Borealis Wellness Clinic: This is a clinic in Taylor County who has an overall wellness practice. They are interested in contracting for services and this process has started. They would do wellness management and possibly individual skill development as well.

**2021 NCR-CCS Plan and Policy Approval:** Copies of the revised plan and policies were distributed prior to the meeting. Changes in the plan center around updates to people filling the Service Facilitator, Mental Health Professional, Service Director and Substance Abuse Professional in each county and updates to the provider list. A summary of the policy changes was distributed prior to the meeting and was reviewed. Cheryl Ketelhut asked if there were additions, changes or recommendations to the plan or policies. Cathy Tabor motioned to approve the plan and policies as updated, without further recommendation. Erin Meyer seconded. Motion carried.

**County Updates:**

- Alicia Carlson reported Sawyer County continue advertising for a mental health therapist.
- Cally Bucknell in Iron County reported having an almost fully staffed agency.
- Chana Rymarkiewicz in Price County reports a Behavioral Health Case Manager resigned. They are in the process of advertising to fill this position and will orient the person to be a Service Facilitator as well. The person who left filled the role of Substance Abuse Professional for both Price and Taylor County. Alicia Carlson of Sawyer County has agreed to temporarily fill that role. Price County reported they have several people enrolled in the Community Support Program that may benefit from CCS so referrals may be coming.
- Cheryl Ketelhut reports Taylor County's enrollment is stable, staff have full caseloads. There has been a resignation of a Service Facilitator and that caseload is split between two other Service Facilitators. Laurie Hoffman has agreed to fill that role for a couple consumers. Referrals are on hold until a new person is oriented. The position was filled from within the agency and the new Service Facilitator started 10/18/2021. Taylor County is also in the process of hiring a Substance Abuse Counselor in their out-patient clinic, and it is hoped that person will be a CCS provider, able to fill the role of Substance Abuse Professional in Taylor and Price Counties.

**Administrator's Report:** Cheryl Ketelhut explained the process of recertification, with the first step being submission of forms, policy and staff lists by 10/31/21, followed by client and provider file reviews to assure standards for Chapter 36 are met. The Department of Quality Assurance will be on site at Taylor County on 12/2/2021 and review files for both consumers and providers, committee minutes and other documents. We are hoping for a two-year certification again. Should there be Statement of Deficiency resulting from the file review, it applies to the region and not an individual county. A Plan of Correction is established to remediate the deficiency.

**Schedule Next Meeting:** Next meeting is December 21, 2021, at 3:00.

**Adjourn:** Motion to adjourn by Cally Bucknell, second by Chana Rymarkiewicz. Motion carried.  
Meeting adjourned at 4:25.

Respectfully Submitted, Cheryl Ketelhut, NCR-CCS Administrator

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

August 17, 2021

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Alicia Carlson at 3:06 p.m. on August 17, 2021, via Zoom and in person in Taylor County with all counties in the region represented.

### **Voting Members Present:**

From Iron County: Cally Bucknell

From Taylor County: Scott Mildbrand and Catherine Taber

From Sawyer County: Hailey Sands and Alicia Carlson

From Price County: Chana Rymarkiewicz

**Voting Members Absent:** Billy St. Clair, Erin Meyer and Nancy Campbell-Kelz. (Debbie not on the committee any longer).

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator, Liza Daleiden, TCHS Director & Marlana Livingston, TCHS Administrative Assistant

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

**Approve Minutes of the June 15, 2021, Meeting:** Scott Mildbrand motioned to approve meeting minutes of the June 15, 2021, meeting and Catherine Taber seconded. Motion carried.

**Approve Agenda:** Scott Mildbrand motioned to approve the agenda of 13 items, and Catherine Taber seconded. Motion carried.

**Provider Update:** New provider contacts include:

- No new providers currently. Some potential providers are:
  - Working with dietician to provide wellness management and work with consumers on their diets
  - Innovative Services – Encouraging them to base services for region in Park Falls. They are looking for service providers.
  - Working with some Price County providers. Their rates are substantially above (\$200 or more) than other providers. Cheryl and Rhonda from Taylor County are working with them to find a rate that will work for all parties involved.

**Quality Improvement (QI) Plan Update:** QI Plan was reviewed, discussed, and updated.

- Goals 1 and 2: Consumers received satisfaction surveys, and results have just come in today. Results will be shared with this committee at the October meeting.
- Goal 3: Goal on hold until 2022 due to robustness of QA plan.
- Goal 4: 2<sup>nd</sup> Quarter data shared: Gathering data from Taylor County, and one county had 1 inpatient hospitalization for 5 days. Discussion was had on whether clients going into residential care should be included as well and if CCS funding could pay for crisis calls. Data will continue to be shared with committee quarterly.

- Goal 5: CCS Committee Chair and CCS Administrator reviewed the 2019 and 2020 annual program survey results. This is what was found:
  - The comparison of the two years was not possible. Some questions were that were asked in 2019 were not asked in 2020.
  - Most results are from Taylor County, since most of the consumers in CCS are from Taylor County. This makes it difficult to share other county results due to wanting to keep survey participants confidential in such a small pool of consumers.
  - 84% of survey respondents had an Overall Recovery-Oriented Experience in 2019
  - The only area in 2019 that was not high was in Employment, which created the idea of Goal 6
- Goal 6: Added new goal of Recruiting, Contracting, Obtaining Documentation (Ch. 36) for a service provider who offers employment related skill training. In the annual survey in 2019, it was found that CCS consumers were looking for employment and how to manage a job with their challenges with Mental Health. Unfortunately, the same question was not asked in 2020, but with where the trends are with hiring and employment currently, this can be presumed to still be the case.

Catherine Taber motioned to approve the updated Quality Improvement (QI) Plan and Cally Bucknell seconded. Motion carried.

**Consumer Representation on this Committee and Review of Committee Bylaws:** Cheryl Ketelhut is waiting on approval for consumer representation. This update would reflect that consumer representation be open to all counties and not limited to one from each county.

**Form(s) Approval:** No forms.

**Policy Approval:** None. Cheryl Ketelhut reported there will be numerous policies reviewed before the October meeting of the committee with approval at the committee meeting.

**County Updates:**

- Alicia Carlson reported they have not received an application yet for Mental Health provider. With the Juvenile Justice Supervisor resigning, CCS staff in Sawyer County have had to fill in. Sawyer County CCS staff report that they continue to receive CCS referrals, but not many are moving to be enrolled due to lack of consumer follow-up. Efforts continue. Alicia also reports that a Licensed Marriage and Family Therapist cannot make a diagnosis for functional screen. This proves to be a barrier because then Clinical CCS staff must meet with client to provide diagnosis. Cheryl reminded that other counties could use Telehealth to get to a provider who can provide diagnosis.
- Cally Bucknell reported that they lost three CCS clients due to moving out of county.
- Chana Rymarkiewicz reports that one client is ready for a Recovery Team Meeting. She also reported that they may be able to add two more service providers to the list. Cheryl Ketelhut will follow-up with Chana.
- Cheryl Ketelhut reports Taylor County's enrollment is stable, and staff have full caseloads. Only one staff member caseload is strictly CCS, the others have a mixed caseload of CLTS, CST or crisis. Taylor County has also submitted their WIMCR to help receive CCS funding that is not directly billable (ex. Administrator time).



**Administrator's Report:** No additional information than was discussed elsewhere.

**Schedule Next Meeting:** Next meeting is October 19<sup>th</sup>, 2021, at 3:00.

**Adjourn:** Motion to adjourn was made by Cally Bucknell with second by Chana Rymarkiewicz. Motion carried. Meeting adjourned at 4:00.

Respectfully Submitted, Marlana Livingston, TCHS Administrative Assistant

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

June 15, 2021

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Alicia Carlson at 3:10 p.m. on June 15, 2021, via Zoom with all counties in the region represented.

### **Voting Members Present:**

From Iron County: Cally Bucknell and Brianna Thomas

From Taylor County: Scott Mildbrand and Erin Meyer

From Sawyer County: Hailey Sands and Alicia Carlson

From Price County: Chana Rymarkiewicz

**Voting Members Absent:** Debbie Huhnstock, Billy St. Clair, Catherine Taber and Nancy Campbell-Kelz.

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

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

**Approve Minutes of the April 20, 2021, Meeting:** Erin Meyer motioned to approve meeting minutes of the April 20, 2021, meeting and Scott Mildbrand seconded. Motion carried.

**Provider Update:** New provider contacts include:

- Soar Services (therapy) with offices in both Price and Sawyer Counties. Collection and review of staff materials and rate information as started.
- Serene Counseling (therapy) with office in Price County. Staff materials approved. Working with provider on rate negotiation.
- Provider approved at Northland Counseling (Sawyer County). They have not had an approved CCS Provider for some time.
- CCS Administrator and Lead County staff are working with Black River Industries (BRI) in Medford to develop a plan to provide Employment Related Skill Training. BRI provides pre- vocational and supported employment services to other populations so working with CCS consumers will be new to them. Cheryl Ketelhut to contact provider in Iron County to determine interest in providing similar services.
- Cheryl Ketelhut reported that a new contract was signed with a Yoga Studio that can provide Independent Skill Development and Wellness Management and lead county staff are working to develop contract with dietitian for same services.
- Cheryl Ketelhut reported that Lead County staff are working with Aurora to resolve billing and documentation issues. Much time for quality assurance has been used by staff to assure corrections are completed.

**Quality Improvement (QI) Plan Update:** QI Plan was reviewed, discussed, and updated.

- Goals 1 and 2: Counties will be getting an email requesting list of consumers to receive satisfaction surveys be sent to CCS Support Staff. Email will contain information about which consumers qualify to receive the survey. Due to staff time off and holidays the survey timeline will be slightly extended. Results will be shared with this committee at

the October meeting.

- Goal 3: Motion by Cally Bucknell to place goal on hold until 2022 due to robustness of QA plan. Second by Scott Mildbrand. Motion carried. It is hoped that by placing this on hold work on Goal 5 can be emphasized.
- Goal 4: 2021 2<sup>nd</sup> quarter Data will be collected by CCS Administrator with 2<sup>nd</sup> quarter enrollment numbers collected from the Service Directors. Data to be shared with committee quarterly.
- Goal 5: CCS Committee Chair offered to assist CCS Administrator with review of 2019 and 2020 annual program survey results and share with committee at next meeting.

**Consumer Representation on this Committee and Review of Committee Bylaws:** Committee reviewed Bylaws with suggested changes to be made. CCS Administrator will update the bylaws to reflect the suggested changes and request review by Taylor County Corporation Counsel. Cheryl Ketelhut to bring revised bylaws to committee for approval at August meeting. Changes included elimination of vice-chair and update to reflect that consumer representation be open to all counties and not limited to one from each county.

**Form(s) Approval:** Cheryl Ketelhut distributed the Transfer Form indicating that it will be used when a consumer moves to a county within our CCS Region. When this happens, the consumer does not discharge from CCS, but a new file is created and tracking for accurate billing is needed. This form assists with these process as well as the smooth transition of services. Chana Rymarkiewicz moved to approve the form. Cally Bucknell seconded. Motion carried. Cheryl Ketelhut to inform CCS Support Staff of approval and request distribution of the form to SD in the region.

**Policy Approval:** None. Cheryl Ketelhut reported there will be numerous policies reviewed before the August meeting of the committee with approval at the committee meeting.

**County Updates:**

- Alicia Carlson reported that the Human Services Board in Sawyer approved hiring a mental health provider to the out-patient clinic at Human Services. The position will be up to 40 hours. Anticipate the new staff person will become an approved CCS provider. CCS staff in Sawyer County report the Juvenile Justice Supervisor has resigned. This is a common referral source for CCS in Sawyer County. Nine to ten people are in the CCS eligibility determination process.
- Cally Bucknell reported that enrollment is stable. No staff changes.
- Chana Rymarkiewicz reports that they continue to work on CCS enrollments, but consumers move or do not return phone calls for follow-up. Efforts continue.
- Cheryl Ketelhut reports Taylor County's enrollment is stable.

**Administrator's Report:** No additional information than was discussed elsewhere.

**Schedule Next Meeting:** Next meeting is August 17, 2021, at 3:00. Meeting will return to face to face in each of the counties with Zoom connection between the counties.

**Adjourn:** Motion to adjourn was made by Cally Bucknell with second by Scott Mildbrand. Motion carried. Meeting adjourned at 4:30.

Respectfully Submitted, Cheryl Ketelhut, NCR-CCS Administrator

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

April 20, 2021

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Alicia Carlson at 3:05 p.m. on April 20, 2021 via Zoom with all counties in the region represented.

### **Voting Members Present:**

From Iron County: Brianna Thomas

From Taylor County: Scott Mildbrand and Erin Meyer

From Sawyer County: Hailey Sands and Alicia Carlson

From Price County: Nancy Campbell-Kelz and Chana Rymarkiewicz

**Voting Members Absent:** Debbie Huhnstock, Billy St. Clair, and Cally Bucknell and Catherine Taber

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator; Laurie Hoffman, NCR-CCS Clinical Services Coordinator; Liz Daleiden, Director Taylor County Human Services, True Lor and Becky Boquist, DHS Area Administration.

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

**Approve Minutes of the February 16, 2021 Meeting:** Scott Mildbrand motioned to approve meeting minutes of the February 16, 2021 meeting. Chana Rymarkiewicz seconded. Motion carried.

**Quality Improvement (QI) Plan Update:** QI Plan was reviewed and discussed. Goals number one, two and five to continue. Discussed the third goal and its purpose. Confirmed that the tool to measure life satisfaction will not be used as a clinical tool for therapists, rather a tool to measure the overall life satisfaction of the person enrolled in CCS to determine the quality of the CCS Program. The due dates for this goal will be extended. Data collection for the fourth goal will be obtained with the first quarter enrollment data. Cheryl Ketelhut to follow-up with Service Directors regarding this data. Cheryl Ketelhut to update the QI Plan as discussed.

**Consumer Representation on this Committee and Review of Committee Bylaws:** Cheryl Ketelhut stated that lack of consumer representation on this committee was discussed at the recent Executive Committee for NCR-CCS. That committee recommended to this committee that consumer representation not be limited to one consumer per county. Currently it is difficult for consumers to attend meetings due to inability to connect to the meetings. In addition, low enrollment in CCS in some partnering counties makes for difficulty in having a consumer representative for that county. Meanwhile Taylor County has a more robust enrollment and as such may have more consumers willing to participate in the coordination committee. Bylaws reviewed as were the requirements of CHS Chapter 36.09. Those present expressed that where the consumer resides is not as important as consumers being on the committee and involved in guiding the CCS Program. It was suggested to have meetings in person within the counties, as was the initial format for this meeting. All county human services agencies in the NCR-CCS partnership are open to consumers with necessary safety precautions due to the COVI-19

pandemic in place. Others on the committee stated that at times it may be more comfortable for consumers to participate at remote locations should technology support this format. Discussed changing bylaws to reflect consumer representation would not be limited by location, but that there would be a total of three voting members that are consumers. Reminders that the meetings are public and as such any number of consumers can attend the meetings, although three would be voting members of the committee. Future meetings will return to the initial format of each county having its representatives on this committee gather at the human service agency in that county.

**Form(s) Approval, Policy Approval and County Updates:** Due to time, Scott Mildbrand motioned to table these agenda items to next meeting. Chana Rymarkiewicz seconded. Motion carried.

**Administrator's Report:** Cheryl Ketelhut briefly reported that Sawyer County has hired another Service Facilitator but due to low caseload will not train for such at this time, rather assist in other areas as needed until the CCS caseload grows. Discussed lack of providers in Sawyer County as a contributing factor to limited enrollment. Recent contact with providers in the partnering counties has been hopeful with current contractor adding staff, new contract with therapist in the Price County area expected and request by Ketelhut to North Lakes Clinic to add staff from the Park Falls and Hurley locations for clinical services. Iron County is fully staffed. Cheryl Ketelhut distributed enrollment data.

**Schedule Next Meeting:** Next meeting is June 15, 2021 at 3:00.

**Adjourn:** Motion to adjourn was made by Erin Meyer with second by Nancy Campbell-Kelz. Motion carried. Meeting adjourned at 4:30.

Respectfully Submitted, Cheryl Ketelhut, NCR-CCS Administrator

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

February 16, 2021

**Call Meeting to Order:** The North Central Region Comprehensive Community Services Program Coordination Committee meeting was called to order by Alicia Carlson at 3:30 p.m. on February 16, 2021 via Zoom with all counties in the region represented.

### **Voting Members Present:**

From Iron County: Cally Bucknell

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

From Sawyer County: Hailey Sands and Alicia Carlson

From Price County: Nancy Campbell-Kelz and Chana Rymarkiewicz

**Voting Members Absent:** Debbie Huhnstock, Billy St. Clair, and Brianna Thomas

**Others Present:** Cheryl Ketelhut, NCR-CCS Administrator; Laurie Hoffman, NCR-CCS Clinical Services Coordinator; and Sarah Reese-Socha, Director Price County Health and Human Services.

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

**Approve Minutes of the December 15, 2020 Meeting:** Erin Meyer motioned to approve meeting minutes of the December 15, 2020 meeting. Nancy Campbell-Kelz seconded. Motion carried.

**Quality Improvement Plan Update:** QI Plan was reviewed and discussed. Changes made and Cheryl Ketelhut will provide update at the next meeting. Discussed importance of data for submission to not only this committee but to Human Services Boards at the counties and for County Boards if needed. Data will show the benefits of CCS for both the consumers enrolled and the county from a fiscal perspective.

**Orientation:** Cheryl Ketelhut discussed the difference between quality assurance (related more to consumer files) and quality improvement (related to overall program improvement).

**Form(s) Approval:** Reviewed the Transfer Summary. Discussed need for further changes. Cheryl Ketelhut to make changes and bring from to next meeting for approval.

**Policy Approval:** Policy Review Plan was discussed. Clinical policy review due date changed to 6/1/2021 per request of Laurie Hoffman. All agreed to approve policies as they are submitted to the committee.

### **County Updates:**

Price County: CCS for orientation and review have occurred with new and existing CCS staff. Functional Screens are being completed with enrollments anticipated.

Sawyer County: Continued difficulty hiring a Service Facilitator. While contracts with providers located in/near Sawyer County have been completed, submission of staff documentation has been very slow. Until that documentation is submitted and approved services with that provider cannot

start. Until we have approved service providers is it difficult to enroll people in CCS and hire SF to support them.

Iron County: SF is on maternity leave. Cally is filling in as the SF but has reviewed staff coverage for various programs and will be hiring a staff person to have a partial CCS caseload.

Taylor County: Enrollment remains stable at about 40 people with other people having eligibility determinations completed and new referrals coming in. The increased caseload for Children's Long-Term Support as not yet affected CCS.

**Administrator's Report:** Reviewing contract rates and MOU with directors. Re-certification fees (Wi Department of Safety and Professional Services) for some providers due at the end of this month so Cheryl Ketelhut states she will be sending notices to submit evidence of updates to providers. Clerical staff will follow up in March for those that are not submitted.

**Schedule Next Meeting:** Next meeting is April 20, 2021 at 3:00. Bylaws will be reviewed.

**Adjourn:** Motion to adjourn was made by Nancy Campbell-Kelz with second by Catherine Taber. Motion carried. Meeting adjourned at 4:30.

Respectfully Submitted, Cheryl Ketelhut, NCR-CCS Administrator