

**Central Wisconsin Health Partnership
Comprehensive Community Services (CCS)
Regional Coordinating Committee Meeting**

September 18, 2024

Participants: Marge Edwards, Erin Kobylski – Adams County; Kate Meyer, Greg Metzger – Green Lake County; Tammy Lancaster, Dawn Buchholz, Betty Kryka – Juneau County; Mandy Stanley, Mary Walters – Marquette County; Honna Benson – Waupaca County; Clara Voightlander, Terri Billington – Waushara County; Julie Shew, Area Administration – Northeast Region; Shelli Essmann, Area Administration – Southern Region; Lori Martin – Regional Coordination

1) Introductions

2) Approval of agenda

- Betty motioned to approve the agenda; Terri seconded; all in favor, motion approved.

3) Approval of meeting minutes from June 12, 2024, meeting

- Mandy motioned to approve the minutes; Kate seconded; all in favor, motion approved.

4) CCS Education Presentation

Service Facilitator Training and Onboarding

Lori Martin, CCS Regional Coordinator

- Slides found in Appendix A
- Discussion: Shadowing could take place cross-county

5) Sharing of Success in CCS – Waushara County

- Terri Billington shared an example of an individual who moved to Waushara County and had been involved in CCS in another county with minimal success. Terri reviewed the previous recovery plan with the individual and they weren't interested in working toward any of the goals. He worked with the individual to set goals that were important to them and that they were motivated to achieve. The individual is now making progress related to their health and socialization.

6) County Roundtable

Sharing of CCS-related updates, community activities, unique and shared services, success stories, areas of needed support.

- Adams County** – Two consumers are successfully transitioning from the program. They were having difficulty filling the role of Mental Health Professional (MHP), so they wrote for and received a variance which allowed a service facilitator involved in a Master's Program under the supervision of a licensed professional to fulfill the role.
- Green Lake County** – spreading the role of MHP across several licensed professionals continued to work well. Are taking this approach with new cases, not established ones. Having an MHP work closely with the service facilitator has greatly improved the assessment process.
- Juneau County** – 59 enrollments, down 4 staff. 1 CCS therapist position – hoping to fill this soon. PDSA between CCS, clinic manager and CYF. Improve collaboration and communication. Success – residential, father in prison, lost family member to suicide; got job as a paraprofessional in school district and graduated from CCS. Tammy graduated from CCS. 2023 annual report – CCS consumer gave testimony to county board.

- d) **Marquette County** – Dawn broke her foot and will be working remotely as it heals. 26 individuals currently enrolled in CCS. No referral/waiting list. Planning a town hall meeting with Unity Recovery Services to solicit feedback from the recovery community related to what type of services are needed/wanted in Marquette County. Using a volunteer to help with completion of satisfaction surveys. Planning to contract with Wisconsin Family Ties for peer support services.
- e) **Waupaca County** – Honna recently returned from maternity leave. There are currently 45 clients in CCS. Currently four CCS service facilitators, 1 open position (interviews occurring today). Struggling to find openings with mental health therapists. Trying to use community resources. Mary Walters asked about board member representation on this committee.
- f) **Waushara County** – Service facilitator positions are fully staffed. Currently recruiting for supervisor position. Had success with their peer support specialist position, but this individual may not be able to fulfill the role into the future.

7) **New Contract Liaison – Waushara County**

- The transition has been made from Green Lake County (Jason and Kate) to Waushara County (Clara and Terri).
- Prior to the December meeting, Clara and Terri will review the current questions on the survey related to the regional coordinator position, and will bring talking points to the committee for discussion.

8) **Regional Training and Quality Assurance Report – Lori Martin, CCS Regional Coordinator**

- a) Enrollment report – see Appendix B
- b) Walkthrough of new CWHP website: <https://www.cwhpartnership.org/>
 - Mandy shared that the CWHP Consortium led an effort to update and rebrand the CWHP website, with Noble (formerly Family Health La Clinica) as the hosting agency.
 - Lori led a walkthrough of the CCS-related areas of the site
- c) There are a couple of upcoming wraparound training events that may be of interest to Coordinating Committee members.
 - Sept 24 wraparound seminar will focus on the role of certified parent peer specialists and their role on CCS teams.
 - Sept 26 – coordinating committee support event. Presenting results of a statewide interviews of 64 county and 5 Tribal nation CST Coordinating Committees (approximately a third of which are combined with CCS). The results include common challenges and barriers, as well as best practices for successful and meaningful committee functioning.

9) **Next Meeting: December 18, 2024**

- Discuss agenda items – need educational topic and success story. Please share ideas with Lori.
- Location – Marquette County Health and Human Services, virtual option available
- Time shift from 10:00 – noon to 9:30 – 11:30

10) **Meeting Adjournment**

Appendix A: CCS Education Presentation, Service Facilitator Training and Onboarding

CCS Service Facilitator Training & Onboarding

Lori Martin
Regional CCS Coordination
(715) 258-0877
lori.martin@cwpartnership.org

1

Service facilitator responsibilities

- Facilitate assessment process
- Facilitate planning process
- Monitor plan/service delivery
- Ensure interventions are designed to support the consumer to achieve the highest possible level of independent functioning
- Member of the recovery team

DHS 36

2

Service facilitation as a billable service

- Facilitate assessment process
- Assist consumer in self-advocacy
- Assist in developing recovery team
- Assist consumer in obtaining necessary services
- Facilitate recovery planning process
- Coordinate crisis services
- Facilitation of recovery team meetings to review, monitor, and update the plan
- Facilitate transition out of CCS

ForwardHealth Handbook

3

Additional services

- Individual Skill Development
- Psychoeducation
- Wellness Management and Recovery Support Services

ForwardHealth Handbook

4

Minimum qualifications

Rehabilitation worker

- individual working under the direction of a licensed mental health or substance use professional
- At least 18 years old
- Complete 30 hours of training in past 2 years related to concepts such as: recovery, client rights, co-occurring disorders, local community resources, assessment, and treatment planning.

DHS 36.10(2)(a)4

5

DHS 36 orientation training requirements

20 to 40 hours of orientation training within 3 months of employment (dependent on experience providing psychosocial rehabilitative services)

- DHS 36
- Policies and procedures
- Job responsibilities
- Statutes/rules related to child welfare, CPS, SU, mental health, developmental disabilities
- HIPAA and client rights
- Recovery concepts
- Basic knowledge of mental health and substance use disorders
- Recovery-oriented assessment and planning practices
- Procedures for non-violent crisis intervention
- Training specific to position
- Service facilitators: team facilitation (wraparound process), conflict resolution, community resources

Resource: [CCS Orientation](#)

DHS 36.12

6

Training specific to service facilitator role

Resource: <https://www.cwpartnership.org/service-facilitator>

DHS 36.12

7

DHS 36 ongoing training

- At least 8 hours per year
- Designed to increase knowledge and skills

Resources:

- [Ongoing Training](#)
- Region-specific workshops

DHS 36.12

8

Phases of service facilitator development

Phase 1: Orientation

Phase 2: Apprenticeship

Phase 3: Ongoing Coaching and Supervision

Phase 4: Ongoing Skill Development

Resource: Providing Supervision in Wraparound workshop

Providing Supervision in Wraparound,
White Pine Consulting

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Discussion

- What's working?
- Areas for improvement?
- How can we support each other?

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Appendix B: Enrollment Report

