



## Dane County Department of Human Services Behavioral Health Division

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Director – John Schlueter  
Division Administrator – Todd Campbell

1202 Northport Drive, Madison, WI 53704-2092  
PHONE: (608) 242-6200 FAX: (608) 242-6294

### CCS Coordination Committee Minutes

Zoom Virtual Meeting

March 18, 2026

12:00-1:30 p.m.

Members present: Melodie Berry, Kimberly Disch-French, Colleen Dunahee, Amber Hofmaster, Matt Julian, Corri Kohn, Chloe Moore, Jamie Mulry, Katy Payne, Mike Riedner, Tyson Rittenmeyer, Vanessa Statam, Julie Meister (chair)

Members absent: Linda Aroonsavath

1. Public comment time (5 min/speaker max. up to 15 minutes total allocation)

*Three members of public attended, with no comments: Steve Gil (New Bridge Madison), Anali Bahena (Willow Counseling), Amanda Sherry (Community Living Alliance).*

*Jamie Mulry – NAMI Dane County – Announced the NAMI advocacy group that meets regularly and is looking for people interested in joining. One of the goals is to reduce barriers for unhoused individuals to access mental health services, like CCS.*

2. Review 1/21/26 minutes. Comments, corrections, and approval.  
**Minutes approved.**
3. Thank you for your service Vanessa! Vanessa has completed 4 years of service on the CCS Coordination Committee!
4. Welcome to new CCS Coordination Committee members Mike Riedner and Dominique Christian.
5. Enrollment update (as of 3/12/26)
  - a. 2,881 total participants
    - i. Adults = 2,091 (up 43)
    - ii. Youth = 790 (up 23)
  - b. Total enrollments this period = 140
  - c. Total discharges this period = 74
  - d. Net change in enrollment = +66
6. Hiring Update (CCS)
  - a. Freeze Appeals approved for vacant Social Worker, Intake Supervisor, and Behavioral Health Lead

b. Recruitments in process

**Julie shared this update. There was a question about whether the updates to the phone systems have resulted in more intakes. Julie clarified that new phone system hasn't increased intake capacity. Rather it improves the experience for the individual when they call the intake unit, reducing the needs for holds and call backs.**

7. Data on participants discharged and re-enrolled.

a. 16% of currently enrolled CCS participants had been previously enrolled in Dane County CCS prior to their current enrollment.

**Julie noted that a key strength of the CCS program is the flexibility to close services when they're no longer needed, and to re-enroll later if new needs arise. Some reasons participants may disenroll and later re-enroll include: 1) They previously met their goals, but a later life event created a need for renewed support, 2) They gained employment and lost Medicaid/MA eligibility, then later had a change in circumstances and became eligible again, 3) They were incarcerated and returned to the community, at which point services were needed again, among others.**

8. 2025 MHSIP Satisfaction Survey Results Presentation (Jenna)

**Jenna reviewed results of MHSIP. Full report will be shared with committee and housed online. The 37% response rate represents the highest response rate obtained in a Dane County CCS MHSIP administration. Overall, 93% of CCS participants reported a positive experience. Most notable is that results in the areas of outcomes, functioning, and connection were lower than other areas.**

9. 2026 CCS Quality Improvement Plan Review

**Began review of QI Plan and discussion of how to address lowest score on MHSIP related to the item, "I feel I belong in my community." Tabled discussion due to lack of time.**

10. Items for future meetings:

- a. Update to Client Rights and Grievance Procedure Policy
  - b. Data on reason for discharge and number of SF hours prior to discharge
  - c. Brainstorm how to better reach disenrollees with annual satisfaction surveys
- Update QI Plan based on 2025 MHSIP survey results.**

11. Completion of timesheets.

- a. Julie will email timesheets to those that need them to review. Either sign electronically with Adobe Acrobat or send email back to Julie confirming that you agree with time sheet (counts as your signature) and Julie will submit to payroll.

### **Next Meeting**

**5/20/26, 12:00-1:30pm**

**Zoom Virtual Meeting**