



**Marinette County
HEALTH AND HUMAN SERVICES**

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Marinette, WI 54143-1604
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**MARINETTE COUNTY *with Oconto County*
COMPREHENSIVE COMMUNITY SERVICES PROGRAM/CST COMMITTEE**

AGENDA

Wednesday, January 21, 2015 @ 1:00p.m.
Marinette County Health & Human Services Department
2500 Hall Ave, Marinette WI 54143
**(Basement conference room
Take elevator to level B.)**

1. Call to order.
2. Approve/Amend agenda items. Action if any.
3. Public Comment-Speakers will be limited to 5 minutes.
4. Approve/Amend minutes of the October, 2014 CCS meeting. Action if any.
5. Update on Comprehensive Community Services (CCS) Regionalization. Discussion only.
6. Report on CCS Survey Results. Discussion Only
7. Schedule next meeting date.
8. Adjourn.

Note: Agenda items may not be considered and acted upon in the order listed.

Public Comment Procedure: Any person not a member of the Comprehensive Community services Committee, desirous of addressing the Committee on any subject, shall first obtain permission from the CCS coordinator. All such addresses shall be limited to five minutes unless otherwise extended by the Committee coordinator.

Please contact **Kathy Brandt**, Marinette County Clerk (715) 732-7407 or Robin Elsner, Director (715) 732-7700 prior to the meeting to participate in the Public Comment.

If you are an individual who needs a special accommodation while attending this meeting as required by the "Americans with Disabilities Act", please notify the County Clerk, Marinette County Courthouse (715-732-7406) at least 24 hours prior to the meeting in order to make suitable arrangements. Thank you.
TDD 715-732-7760.

Jill Brohmer
Kathy Gohr
Diane Larsen
Sharon Locklin
Scott Westphal
County Clerk

Deborah Chevalier
Misty Hommerding
Sharon Locklin
Margy Renner
Jeannie White
Administrator

Shelly Derouin
Vacant - Marinette
Margy Renner
Ted VerHaagh
Terri Olson
Robert Valentine
Media



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**MARINETTE COUNTY with OCONTO COUNTY
COMPREHENSIVE COMMUNITY SERVICES/CST PROGRAM COMMITTEE MEETING
MINUTES**

Wednesday, October 15, 2014 @ 1:00pm
Oconto County Health & Human Services Department
501 Park Ave / Oconto WI 54153
(Conference Rm – Third Floor)

Members Present: Margy Renner *Consumer Advocate*; Jeannie White *Consumer Advocate*; Diane Larsen *Community Representative*; Ellie Jarvie *Staff – Marinette*; Robert Valentine *Staff – Marinette*

Members Absent: Jill Brohmer *Consumer Advocate*; Deborah Chevalier *Community Representative*; Shelly Derouin *Consumer Advocate*; Kathy Dewitt *School Representative*; Vacant Staff *Staff – Marinette*; Ted Verhaagh *Community Representative*

Guests Present: Misty Hommerding – *Oconto*; Scott Westphal *Consumer Advocate*; Kathy Gohr *Consumer Advocate*; Bruce Retzlaff – *Oconto*

- 1. Call to order.** Meeting called to order at 1:05 pm.
- 2. Introduction of Oconto and Marinette Committee Participants**
- 3. Approve/Amend Agenda items. No quorum** to approve the agenda as presented.
- 4. Public Comment-Speakers will be limited to 5 minutes.** None at this time.
- 5. Approve Minutes of the July 23rd, 2014 CCS/CST meeting.** No quorum present~ Minutes of the July 23rd, 2014 meeting reviewed with request to list roles of members on the minutes.
- 6. Update on COMPREHENSIVE COMMUNITY SERVICES (CCS) Regionalization.** Discussion only. Reported that we are moving forward in the process. Plan to submit finalized application by November 1st. Overviewed committee composition, staff training and highlights of regionalization.
- 7. Report on CST Regional Meeting.** Discussion Only. Overviewed “Wrap Around” Presentation and “Break Out” Session ~ Natural Supports.

An overview of the Coordinated Service Teams (CST) and Comprehensive Community Services (CCS) programs was shared with committee members. Both programs are based on the same philosophy and evidence based practices, however funding is available for the CCS services provided. CCS also allows for contracted services such as Gemini and Goodwill to be utilized. As noted by a consumer advocate, the CCS program was a gift to them as they feel much more in control and like being able to make their own choices. It has also given them an opportunity to help others.

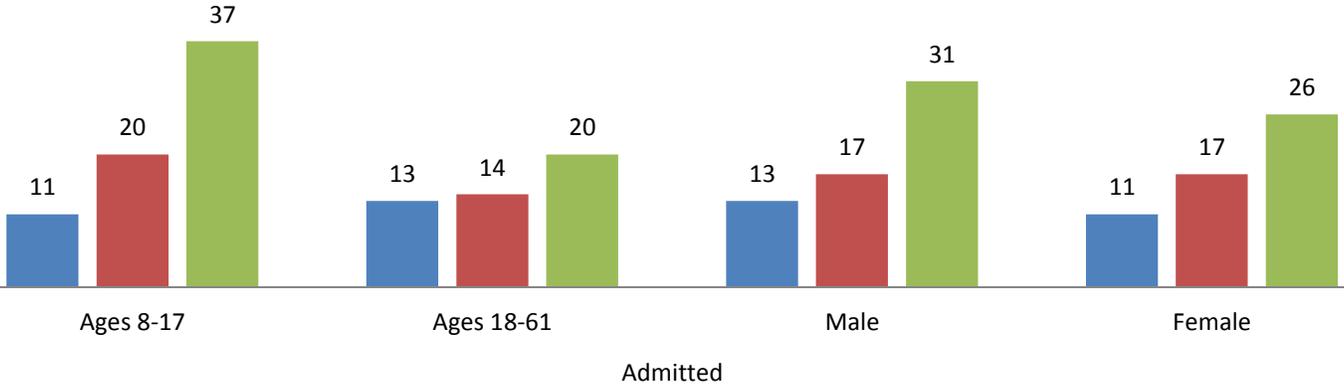
8. **Schedule next meeting date.** *Tentatively January 21st at 1pm.* Meeting will be held at Marinette County.

9. **Adjourn. MOTION (WHITE/VALENTINE)** to adjourn the meeting at 2:15 p.m. **Motion carried. No negative vote.**

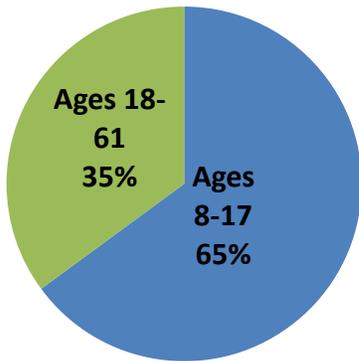
Respectfully submitted, Bobbie Dolliver, Recorder

Demographics of Program Participants

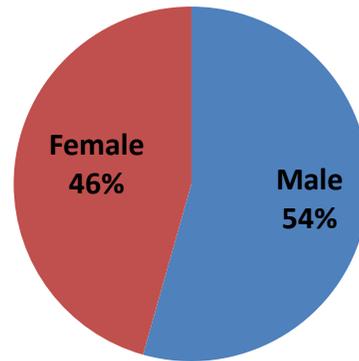
■ 2012 ■ 2013 ■ 2014



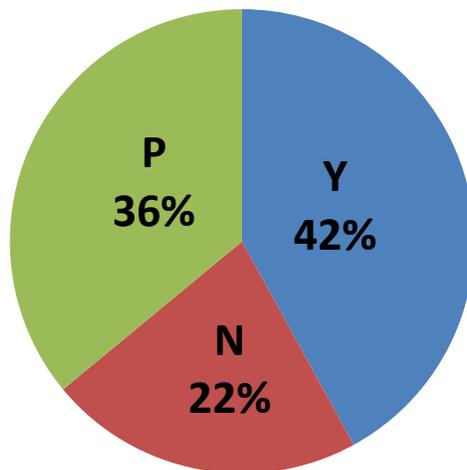
Ages in Program



Currently in Program



CCS Consumer Data - Goals Met



**Averages for Youth Satisfaction Survey Items,
Scales 1-6**

4 Responses

Youth Satisfaction Survey Items	Scale 1 - Satisfaction	Scale 2 - Participation	Scale 3 - Access	Scale 4 - Culture	Scale 5 - Outcomes	Scale 6 - Social Connect- edness
1. Overall, I am satisfied with the services I received.	1.3					
2. I helped to choose my services.		1.5				
3. I helped to choose my treatment goals.		1.0				
4. The people helping me stuck with me no matter what.	1.0					
5. I felt I had someone to talk to when I was troubled.	1.3					
6. I participated in my own treatment.		1.6				
7. The services I received were right for me.	1.3					
8. The location of services was convenient for me.			1.0			
9. Services were available at times that were convenient for me.			1.0			
10. I got the help I wanted.	1.3					
11. I got as much help as I needed.	1.5					
12. Staff treated me with respect.				1.3		
13. Staff respected my family's religious or spiritual beliefs.				1.3		
14. Staff spoke with me in a way that I understood.				1.3		
15. Staff were sensitive to my cultural or ethnic background.				1.0		
16. I am better at handling daily life.					1.8	
17. I get along better with family members.					2.3	
18. I get along better with friends and other people.					2.3	
19. I am doing better in school and/or work.					2.5	
20. I am better able to cope when things go wrong.					2.0	
21. I am satisfied with my family life right now.					2.5	
22. I am better able to do things I want to do.					1.3	
23. I know people who will listen and understand me when I need to talk.						2.0
24. I have people that I am comfortable talking with about my problems.						1.8
25. In a crisis, I would have the support I need from family or friends.						1.0
26. I have people with whom I can do enjoyable things.						1.0

**NOTE: Scale averages can range from 1.0 to 5.0:
a lower average represents a more positive experience;
a higher average represents a less positive experience.**

**Percentages for Youth Satisfaction Survey Items,
Scales 1-6**

4 Responses

Youth Satisfaction Survey Items	Scale 1 - Satisfaction	Scale 2 - Participation	Scale 3 - Access	Scale 4 - Culture	Scale 5 - Outcomes	Scale 6 - Social Connect- edness
1. Overall, I am satisfied with the services I received.	100.0%					
2. I helped to choose my services.		100.0%				
3. I helped to choose my treatment goals.		100.0%				
4. The people helping me stuck with me no matter what.	100.0%					
5. I felt I had someone to talk to when I was troubled.	100.0%					
6. I participated in my own treatment.		75.0%				
7. The services I received were right for me.	100.0%					
8. The location of services was convenient for me.			100.0%			
9. Services were available at times that were convenient for me.			100.0%			
10. I got the help I wanted.	100.0%					
11. I got as much help as I needed.	75.0%					
12. Staff treated me with respect.				100.0%		
13. Staff respected my family's religious or spiritual beliefs.				100.0%		
14. Staff spoke with me in a way that I understood.				100.0%		
15. Staff were sensitive to my cultural or ethnic background.				100.0%		
16. I am better at handling daily life.					75.0%	
17. I get along better with family members.					75.0%	
18. I get along better with friends and other people.					75.0%	
19. I am doing better in school and/or work.					75.0%	
20. I am better able to cope when things go wrong.					75.0%	
21. I am satisfied with my family life right now.					50.0%	
22. I am better able to do things I want to do.					100.0%	
23. I know people who will listen and understand me when I need to talk.						75.0%
24. I have people that I am comfortable talking with about my problems.						75.0%
25. In a crisis, I would have the support I need from family or friends.						100.0%
26. I have people with whom I can do enjoyable things.						100.0%

NOTE: Scale item percentages can range from 0% to 100% representing the percent of consumers who said they either Strongly Agree (1) or Agree (2) with each statement: a higher percentage for an item indicates more consumers had a positive experience in that area; a lower percentage for an item indicates fewer consumers had a positive experience in that area.

**Averages for Family Satisfaction Survey Items,
Scales 1-6**

3 Responses

Family Satisfaction Survey Items	Scale 1 - Satisfaction	Scale 2 - Participation	Scale 3 - Access	Scale 4 - Culture	Scale 5 - Outcomes	Scale 6 - Social Connect- edness
1. Overall, I am satisfied with the services my child received.	1.3					
2. I helped to choose my child's services.		1.3				
3. I helped to choose my child's treatment goals.		1.3				
4. The people helping my child stuck with us no matter what.	1.0					
5. I felt my child had someone to talk to when he or she was troubled.	1.7					
6. I participated in my child's treatment.		1.0				
7. The services my child and/or family received were right for us.	1.0					
8. The location of services was convenient for us.			1.0			
9. Services were available at times that were convenient for us.			1.0			
10. My family got the help we wanted for my child.	1.7					
11. My family got as much help as we needed for my child.	2.0					
12. Staff treated me with respect.				1.0		
13. Staff respected my family's religious or spiritual beliefs.				1.0		
14. Staff spoke with me in a way that I understood.				1.0		
15. Staff were sensitive to my cultural or ethnic background.				1.0		
16. My child is better at handling daily life.					2.5	
17. My child gets along better with family members.					3.0	
18. My child gets along better with friends and other people.					3.0	
19. My child is doing better in school and/or work.					1.7	
20. My child is better able to cope when things go wrong.					3.0	
21. I am satisfied with our family life right now.					3.3	
22. My child is better able to do things he/she wants to do.					3.0	
23. I know people who will listen and understand me when I need to talk.						1.0
24. I have people that I am comfortable talking with about my child's problems.						1.0
25. In a crisis, I would have the support I need from family or friends.						1.7
26. I have people with whom I can do enjoyable things.						2.0

**NOTE: Scale averages can range from 1.0 to 5.0:
a lower average represents a more positive experience;
a higher average represents a less positive experience.**

**Percentages for Family Satisfaction Survey Items,
Scales 1-6**

3 Responses

Family Satisfaction Survey Items	Scale 1 - Satisfaction	Scale 2 - Participation	Scale 3 - Access	Scale 4 - Culture	Scale 5 - Outcomes	Scale 6 - Social Connect- edness
1. Overall, I am satisfied with the services my child received.	100.0%					
2. I helped to choose my child's services.		100.0%				
3. I helped to choose my child's treatment goals.		100.0%				
4. The people helping my child stuck with us no matter what.	100.0%					
5. I felt my child had someone to talk to when he or she was troubled.	66.7%					
6. I participated in my child's treatment.		100.0%				
7. The services my child and/or family received were right for us.	100.0%					
8. The location of services was convenient for us.			100.0%			
9. Services were available at times that were convenient for us.			100.0%			
10. My family got the help we wanted for my child.	100.0%					
11. My family got as much help as we needed for my child.	66.7%					
12. Staff treated me with respect.				100.0%		
13. Staff respected my family's religious or spiritual beliefs.				100.0%		
14. Staff spoke with me in a way that I understood.				100.0%		
15. Staff were sensitive to my cultural or ethnic background.				100.0%		
16. My child is better at handling daily life.					50.0%	
17. My child gets along better with family members.					0.0%	
18. My child gets along better with friends and other people.					0.0%	
19. My child is doing better in school and/or work.					100.0%	
20. My child is better able to cope when things go wrong.					33.3%	
21. I am satisfied with our family life right now.					0.0%	
22. My child is better able to do things he/she wants to do.					33.3%	
23. I know people who will listen and understand me when I need to talk.						100.0%
24. I have people that I am comfortable talking with about my child's problems.						100.0%
25. In a crisis, I would have the support I need from family or friends.						100.0%
26. I have people with whom I can do enjoyable things.						66.7%

NOTE: Scale item percentages can range from 0% to 100% representing the percent of consumers who said they either Strongly Agree (1) or Agree (2) with each statement: a higher percentage for an item indicates more consumers had a positive experience in that area; a lower percentage for an item indicates fewer consumers had a positive experience in that area.

Averages for ROSI Adult Satisfaction Survey Items

7 Responses

(NOTE: Means can range from 1.0-4.0. A high mean represents a more recovery-oriented experience. However, shaded items are negatively phrased, so a low mean represents a more recovery-oriented experience for these items.)

ROSI Consumer Survey Items	Scale 1 - Person Centered	Scale 2 - Barriers	Scale 3 - Empower	Scale 4 - Employ	Scale 5 - Staff Approach	Scale 6 - Basic Needs	Other Items
1. There is at least one person who believes in me.			3.7				
2. I have a place to live that feels like a comfortable home to me.							3.1
3. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).			3.3				
4. I do not have the support I need to function in the roles I want in my community.		1.6					
5. I do not have enough good service options to choose from.		2.3					
6. Mental health and/or substance abuse services helped me get housing in a place I feel safe.							3.3
7. Staff do not understand my experience as a person with mental health and/or substance abuse problems.		2.0					
8. The mental health and/or substance abuse staff ignore my physical health.		1.4					
9. Staff respect me as a whole person.			3.7				
10. Mental health and/or substance abuse services have caused me emotional or physical harm.							1.4
11. I cannot get the mental health/substance abuse services I need when I need them.		1.3					
12. Mental health and/or substance abuse services helped me get medical benefits that meet my needs.							3.3
13. Mental health and/or substance abuse services led me to be more dependent, not independent.							2.2
14. I lack the information or resources I need to uphold my client rights and basic human rights.		1.8					
15. I have enough income to live on.						2.7	
16. Services help me develop the skills I need.							3.3
17. Substance abuse services help me be better able to deal with my alcohol or drug problem.							3.7
18. Substance abuse services help me have a better understanding of my addiction.							3.3
19. I have housing that I can afford.						3.6	
20. I have a chance to advance my education if I want to.				2.9			
21. I have reliable transportation to get where I need to go.							2.7
22. Mental health and/or substance abuse services helped me get or keep employment.				2.7			
23. Staff see me as an equal partner in my treatment program.	3.3						
24. Mental health staff support my self-care or wellness.	3.4						
25. I have a say in what happens to me when I am in crisis.							2.7
26. Staff believe that I can grow, change and recover.							3.4
27. Staff use pressure, threats, or force in my treatment.					1.1		
28. There was a consumer peer advocate to turn to when I needed one.				1.6			
29. There are consumers working as paid employees in the mental health/substance abuse agency where I receive services.				1.3			
30. Staff give me complete information in words I understand before I consent to treatment or medication.	3.3						
31. Staff encourage me to do things that are meaningful to me.	3.6						
32. Staff stood up for me to get the services and resources I needed.	3.7						
33. Staff treat me with respect regarding my cultural background (race, ethnicity, religion, language, age,sexual orientation, etc).	3.9						
34. Staff listen carefully to what I say.	3.6						
35. Staff lack up-to-date knowledge on the most effective treatments.					1.4		
36. Mental health/substance abuse staff interfere with my personal relationships.					1.4		
37. Mental health/substance abuse staff help me build on my strengths.	3.4						
38. My right to refuse treatment is respected.	3.7						
39. My treatment plan goals are stated in my own words.							3.6
40. The doctor worked with me to get on medications that were most helpful for me.							3.2
41. I am treated as a psychiatric label rather than as a person.					1.3		
42. I can see a therapist when I need to.							3.0
43. My family gets the education or supports they need to be							

44. I have information or guidance to get the services and supports I need, both inside and outside my mental health/ substance abuse agency.								3.0
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Percentages for ROSI Adult Satisfaction Survey Items

(NOTE: A high percentage for any item indicates most consumers had a recovery-oriented experience in that area. For unshaded items, the percentage represents consumers who agreed with a positive statement or frequently had a positive experience. For the shaded items, the percentage represents consumers who disagreed with a negative statement or infrequently had a negative experience.

	% Often/ Almost Always	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree	% Often/ Almost Always	% Never/ Rarely/ Sometimes	% Often/ Almost Always	
ROSI Adult Satisfaction Survey Items	Scale 1 - Person Centered	Scale 2 - Barriers	Scale 3 - Empower	Scale 4 - Employ	Scale 5 - Staff Approach	Scale 6 - Basic Needs	Other Items
1. There is at least one person who believes in me.			100.0%				
2. I have a place to live that feels like a comfortable home to me.							85.7%
3. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).			83.3%				
4. I do not have the support I need to function in the roles I want in my community.		100.0%					
5. I do not have enough good service options to choose from.		57.1%					
6. Mental health and/or substance abuse services helped me get housing in a place I feel safe.							83.3%
7. Staff do not understand my experience as a person with mental health and/or substance abuse problems.		85.7%					
8. The mental health and/or substance abuse staff ignore my physical health.		100.0%					
9. Staff respect me as a whole person.			100.0%				
10. Mental health and/or substance abuse services have caused me emotional or physical harm.							85.7%
11. I cannot get the mental health/substance abuse services I need when I need them.		83.3%					
12. Mental health and/or substance abuse services helped me get medical benefits that meet my needs.							85.7%
13. Mental health and/or substance abuse services led me to be more dependent, not independent.							83.3%
14. I lack the information or resources I need to uphold my client rights and basic human rights.		80.0%					
15. I have enough income to live on.						57.1%	
16. Services help me develop the skills I need.							71.4%
17. Substance abuse services help me be better able to deal with my alcohol or drug problem.							100.0%
18. Substance abuse services help me have a better understanding of my addiction.							66.7%
19. I have housing that I can afford.						85.7%	
20. I have a chance to advance my education if I want to.				57.1%			
21. I have reliable transportation to get where I need to go.							57.1%
22. Mental health and/or substance abuse services helped me get or keep employment.				66.7%			
23. Staff see me as an equal partner in my treatment program.	85.7%						
24. Mental health staff support my self-care or wellness.	85.7%						
25. I have a say in what happens to me when I am in crisis.							50.0%
26. Staff believe that I can grow, change and recover.							85.7%
27. Staff use pressure, threats, or force in my treatment.					100.0%		
28. There was a consumer peer advocate to turn to when I needed one.				20.0%			
29. There are consumers working as paid employees in the mental health/substance abuse agency where I receive services.				0.0%			
30. Staff give me complete information in words I understand before I consent to treatment or medication.	83.3%						
31. Staff encourage me to do things that are meaningful to me.	85.7%						
32. Staff stood up for me to get the services and resources I needed.	85.7%						
33. Staff treat me with respect regarding my cultural background (race, ethnicity, religion, language, age, sexual orientation, etc).	100.0%						
34. Staff listen carefully to what I say.	100.0%						
35. Staff lack up-to-date knowledge on the most effective treatments.					100.0%		
36. Mental health/substance abuse staff interfere with my personal relationships.					85.7%		
37. Mental health/substance abuse staff help me build on my strengths.	85.7%						
38. My right to refuse treatment is respected.	100.0%						
39. My treatment plan goals are stated in my own words.							85.7%
40. The doctor worked with me to get on medications that were most helpful for me.							66.7%
Adults are treated as a person, not just a patient.					100.0%		

42. I can see a therapist when I need to.							80.0%
43. My family gets the education or supports they need to be helpful to me.							60.0%
44. I have information or guidance to get the services and supports I need, both inside and outside my mental health/substance abuse agency.							71.4%