

**CHILDREN AND FAMILY SERVICES ADVISORY COMMITTEE
MINUTES
JUNE 15, 2017**

PRESENT: Kristin Agenten, Laura Cherone, Pam Groh, Lindsay Just, Leah Moor, Holly Norkofski, Dianna Susitti, Karen Villarreal, Mary Wittwer

STAFF PRESENT: Esther Jensen, Lisa Roberts, Linda Wetzel

APPROVAL OF MINUTES OF THE MAY 18, 2017 MEETING

A motion was made by Pam Groh, seconded by Kristen Agenten to approve the minutes from the May 18, 2017 CAFSAC meeting.

SPECIAL SERVICES ADVISORY COMMITTEE (Lisa Roberts)

The advisory committee is made up of community partners and parents who have knowledge, awareness and involvement in our programs for kids with special needs such as the Children's Community Options Program and the Waiver Program. The committee by statute is necessary in order to help monitor and advise on the CCOP program particularly, but we expand and look for community partners and parents to help support us in giving feedback and guidance on all of our programs. The group meets quarterly but has struggled like any advisory committee in having parental leadership at the table and finding the right times when people can attend along with having parents feel that this is an involvement that would be worth their time and effort. Casey Vullings, the CLTS Waiver Program Supervisor & Children's COP Supervisor, has worked hard at getting information out to parents that are a part of our programs. Inviting them and setting up the meetings in a way that bring in resources and education opportunities has helped increase parental attendance which allows having their voices heard beyond the education piece. At our most recent SSAC meeting we had a great group with many attending for their first or second time. A lot of time was spent talking through what the advisory committee was, what its charge is, and how we have handled things before. We then reviewed our annual Quality Assurance Survey.

The committee did help in the creation of the survey that was sent out in 2015. It was again sent out in 2016 and will continue to be sent out annually. With the results from both 2015 and 2016 the committee reviewed and began talking about what that group can do to help us take this information and look at program improvements. There were 483 surveys sent out to families that received services either through specifically the Waiver, through the CCOP program, or a combination of both. We received 116 back which is a 24% return, standards are much lower than that typically. The only thing we did differently in 2016 was put a red sticker on the outside envelope stating "INFORMATION REQUESTED". This was enough to help people recognize that it was something to read other than "junk mail." We also discussed methodology, and had taken the 2015 survey to a consultant who specializes in survey and data gathering and that helped us take a look at how questions were worded in order to make sure that we were gathering the right information and stating it in a way that could help us with statistical analysis, etc. A few changes were made but in general it was similar to the first survey. Questions were reviewed and compared from 2015 to 2016.

Some questions that were asked; Is the family being provided with information that is useful, are resources that are available helpful to meet their child's needs, is the case manager helping them understand the programs and what is available. And, are there limitations with the program, timely

response by the case manager, and follow through on a family's requests, questions and concerns. Also included are questions related to aging kids going into adult services and how much assistance and support are they getting in that transition while they are waiting to receive services. New questions were added in 2016 to help clarify overall day to day functioning of the family and asked what type of advice they would offer to families who have children with special needs that are new to the program. There were also different categories and miscellaneous comments that were broken down into specifically what people thought would be helpful, and we looked at each of these within the categories of which program they were involved in. We received very good information and it greatly assisted us to identify that people clearly struggle to understand the programs themselves which are constantly changing. We need to do a better job of helping to educate people and help them understand what the services are that they can receive through Medicaid and/or their insurance along with what services are allowable under the waiver and the differences between Waiver and CCOP. The advisory group will now come together at our next meeting and dive into the recommendations and suggestions and develop an action plan with this information.

Upcoming changes that will be challenging is the Governor not wanting to have a waiting list for children with special needs. He has included a significant amount of money to eliminate the waiting list for the waiver. Waukesha County has almost 400 kids on the waiting list, specifically for the Waiver and there are some services that the program can fund that the waiver cannot. So we believe that CCOP isn't going to go away but the way that we have utilized it particularly in Waukesha County will look very different in the future. There will be many changes and we are hopeful the outcome will be positive, and we will no longer have such a large wait list for families that need support.

Brainstorm 2018 Issues Segment Topics (Lindsay Just)

The committee had a discussion about the 2018 Topics for CAFSAC Issues Segment. Members had a brainstorming session about new topics and, presenters for the 2018 CAFSAC committee meetings in 2018.

ANNOUNCEMENTS AND ADJOURNMENT

Pam Groh moved to adjourn the meeting, seconded by Esther Jensen at 9:45 a.m.

NEXT MEETING

The next meeting is scheduled for July 20, 2017 at 8:30 a.m. in Room 271 at the Human Services Center, 514 Riverview Avenue.

June 20, 2017

APPROVED

*Respectfully submitted,
Tammy Kokan
Administrative Specialist*