

Comprehensive Community Services Program Development Plan

*Global Health Institute:
Quality Improvement Leadership Institute*





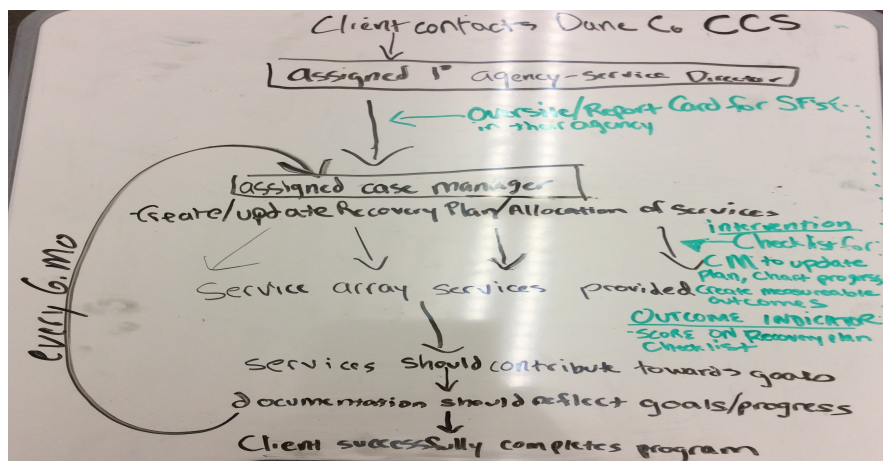
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Comprehensive Community Services (CCS)

Program goal: Provide psychosocial rehabilitation for adults or children with a mental health and/or substance abuse diagnosis

- * For Medicaid eligible individuals
- * Began in Dane County in 2015. Now serving 600+ clients
- * Intake new clients ~40/month
- * Open provider networks, services provided by 75 agencies
- * Recovery-oriented – support clients in meeting recovery goals intended to increase independence and decrease reliance on formal supports

AIM: In Dane County's CCS Program, we will assure quality service provision and coordination of care for all participants within 12-18 months by developing and implementing a protocol and assessment tool for coordination of care.



Overall goal: Client receives the right services at the right time in order to achieve goals and graduate from program.

Project goal: Recovery plans include well-defined goals, identify specific action steps related to goals and associated services, and quantify how progress will be measured.

Intervention:

- Develop a checklist/score card for Recovery Plans, for use by case managers, supervisors, and quality assurance staff to evaluate quality of plans.
- Establish threshold of acceptable performance and provide feedback to agencies for use in supervision and program evaluation.



Indicator: # of plans with a passing score
total # of plans

Action Plan:

1. Engage stakeholders to define quality indicators of Recovery Plan
2. Develop checklist using quality indicators for use by case managers when creating/updating Recovery Plans
3. Develop scorecard using same quality indicators for use by supervisors/QA staff to evaluate performance
4. Use scorecard to establish a baseline measure of Recovery Plan quality
5. Provide training to case managers and supervisors on how to develop Recovery Plans that are measurable/ track goal progress and how to use the checklist to ensure fidelity
6. CCS QA staff use scorecard to evaluate plans by agency and incorporate feedback to supervisors during quarterly check-in meetings
7. Continue monitoring for 18 months and evaluate progress compared to baseline, establish ongoing standard of quality
8. Incorporate checklist into Electronic Health Record

Summary:

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About UniverCity Year

UniverCity Year is a three-year partnership between UW-Madison and one community in Wisconsin. The community partner identifies sustainability and livability projects that would benefit from UW-Madison expertise. Faculty from across the university incorporate these projects into their courses with graduate students and upper-level undergraduate students. UniverCity Year staff provide administrative support to faculty, students and the partner community to ensure the collaboration's success. The result is on-the-ground impact and momentum for a community working toward a more sustainable and livable future.

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