

Comprehensive Community Services (CCS)

Quality Improvement Plan - 2026

Background: The quality improvement plan is to assess CCS participant satisfaction and progress toward desired outcomes. The plan needs to include a description of the methods for measuring participant opinion on the services offered by CCS, and the assessment, service planning, service delivery, and service facilitation activities. It is to include a description of the methods the CCS will use to evaluate the effectiveness of changes in the program based on the results of the participant satisfaction survey, recommendations for program improvement by the CCS Coordination Committee, and other relevant information. (DHS 36.08)

No.	Issue	Goals	Activities	Responsibility	Time Lines
1.	Need to know what CCS participants and CCS providers think of the program and to identify areas for improvement.	Obtain input from CCS participants and CCS providers regarding their satisfaction with the CCS program and services.	Administer the State-required MHSIP, YSS, and YSS-F surveys	CCS Program Analyst to administer and compile the results from surveys.	September - October 2026 – Annual State-required surveys will be provided to eligible CCS participants via Service Facilitator.
		Identify areas for program improvement.	Engage in dialogue with service facilitation agencies regarding areas for improvement and any barriers experienced during monthly TA and Service Director meetings.	CCS Service Director & CCS Administrator CCS Analyst,	
		Maintain response rate of 20% or greater for annual MHSIP survey.	CCS Program Survey results will be shared with Coordination Committee annually and uploaded to DCDHS website.	CCS Administrator, CCS Coordination Committee to provide input, review, and identify areas for improvement based on the results of the survey	
	Response rate for disenrolled participants is significantly lower than for currently enrolled participants.	Maintain annual MHSIP response rate of identified underrepresented groups to 20% or greater.	Increase the response rate for disenrolled participants to 20% or greater.	Develop plan regarding way to increase response rate for disenrolled participants.	CCS Analyst, CCS Administrator, CCS Coordination Committee
					March-July 2026

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2.	As the CCS program continues to grow, it is important to ensure that all CCS services and Dane County Intake capacity continue to meet CCS participant demand.	Maintain sufficient capacity within service facilitation and array agencies to accommodate new CCS referrals and ensure timely service delivery.	Monitor ongoing capacity of service facilitation and array agencies in the CCS program to accept new referrals as well as capacity of CCS Intake to meet with and enroll new CCS participants in a timely fashion. Recruit additional providers and DCDHS staff, as needed.	CCS Provider Network Coordinator, CCS Administrator, CCS Analyst, CCS Service Director	Ongoing
		Maintain sufficient staffing in CCS Intake Unit at DCDHS to meet annual rescreen requirements and ensure timely enrollment of new CCS participants.	If CCS wait times appear to be increasing, administer wait time survey to provider agencies to obtain information to reduce wait times.	CCS Analyst, CCS Administrator, CCS Coordination Committee will review results of survey, if administered.	Ongoing
			Recruit providers specializing in equine assisted therapy and eating disorders to fill network gaps.	CCS Provider Network Coordinator, CCS Administrator	2026-2027
3.	Ensure potential CCS participants, service facilitators, and service providers are aware of the agencies and providers that are part of the service array.	Provide opportunities for service facilitators to become acquainted with agencies/providers that are part of the CCS service array.	Coordinate presentations to spotlight various array agencies and providers. Maintain an on-line Provider Directory.	CCS Provider Network Coordinator, CCS Administrator, CCS Service Director	Ongoing
		Maintain an accurate and updated on-line resource of agencies that are part of the CCS Provider Network that is accessible to the public.	Distribute informational brochures and flyers highlighting array services to service facilitators when received.	CCS Provider Network Coordinator, CCS Service Director	Ongoing

No.	Issue	Goals	Activities	Responsibility	Time Lines
4.	Large quantity of service facilitation agencies increases possibility of inconsistencies within the Dane County CCS program and increases challenges surrounding collaboration.	Ensure that staff from all service facilitation agencies receive the same information regarding CCS program operations in a timely fashion.	Hold Service Director meetings and meetings with Service Facilitation agencies each month to ensure ongoing information sharing and education of providers.	CCS Service Director, CCS Quality Assurance Staff	Ongoing
			Hold quarterly CCS All Supervisor meetings.	CCS Service Director, CCS Quality Assurance Staff	Ongoing
5.	Ensure that CCS services are inclusive, accessible, and equitable.	Utilize data to understand gaps that may exist in CCS services to underrepresented populations.	Participate in outreach efforts to groups identified as being underrepresented in population of CCS clients served.	DCDHS Staff	Ongoing
	Individuals experiencing homelessness experience more barriers in accessing behavioral health services.	Maintain CCS Intake presence in locations where unhoused individuals may gather.	Regularly review intake process for potential barriers specific groups of individuals may experience when attempting to access CCS services.	CCS Intake Supervisors, CCS Administrator	Ongoing
		Collaborate with Homeless Services Consortium (HSC) to increase use of 1915i partnerships to facilitate connection of unhoused individuals to CCS services.	CCS Intake Staff will continue every-other-week presence at The Beacon day resource center to answer questions and facilitate CCS referrals.	CCS Intake Workers, CCS Intake Supervisors	2026-2027
		Increase skills and competencies of CCS providers in working with unhoused individuals.	CCS Administrator will engage in dialogue with HSC and 1915i providers to explore ways that 1915i can assist unhoused individual with connecting to CCS services.	CCS Analyst, CCS Administrator, DCDHS IT staff, CCS Service Director	2026-2027

No.	Issue	Goals	Activities	Responsibility	Time Lines
			Collaborate with HSC to develop training opportunity for CCS staff on the topic of best practices of engaging unhoused individuals in services.		
6.	The lowest scoring area on the 2025 Dane County CCS MHSIP Satisfaction Survey is in the area of "Connection."	Develop a plan to provide information and resources to Service Directors and Service Facilitators in effort to facilitate the inclusion of natural supports on CCS recovery teams and the enhancement of natural support networks of CCS participants.	Review results of MHSIP with Service Directors and share agency-specific results. Include the topic of "connection" as a Service Director meeting agenda topic to allow space for Service Directors to brainstorm ways their teams can support CCS participants in developing and strengthening natural support networks.	CCS Service Director(s), CCS Analyst, CCS Administrator, CCS Service Facilitators	2026-2027

Approved by CCS Coordination Committee on May 20, 2026.