

Advisory Committee for Children's Voluntary Services

Meeting Minutes

DATE: Tuesday, December 12, 2023

TIME: 12:30 p.m. – 2:00 p.m.

PLACE: VIRTUAL - Zoom meeting

PRESENT: Tammy Ross, Debra Borquist-Conlon – DSW, Kashoua Yang, Sarah Dunks, Candy Hall, Emily Paschen, Abby Dover, Staci Thorkildsen,

STAFF PRESENT: Elizabeth Wagner, Mitch Cornils, Hailey Lutz, Bridget Hunter.

Elizabeth Wagner called the meeting to order at 12:38 pm.

1. Approval of Minutes from September 12, 2023, Meeting: Kashoua Yang moved for approval of the 09/12/2023 meeting minutes, seconded by Mitch Cornils, and motion carried.
2. Presentation – Wisconsin Wayfinder – Kashoua Yang, MAC (Children's Resource Center-Northeast) and Debra Borquist-Conlon, DSW (Bureau of Children's Services, DMS):
 - New Resource System – A new system is being launched in Wisconsin for children with special health care needs called Wisconsin Wayfinder (WiscWay). The resource is available to parents and caregivers of children aged 0-21 with a delay, disability, special health care need, and/or mental health concerns. The system is also for professionals in the field working with children and families. Calling WiscWay's toll-free number connects to the regional Children's Resource Center providing free, confidential referrals and follow-up services within that region. An introductory YouTube video and a Power Point presentation were viewed.
 - Local Children's Resource Network Center – There are five Children's Resource Centers located in Wisconsin. The Northeast Center serves 17 counties in our region. The direct toll-free phone number is 877-568-5205.
 - Children's Resource Guides – Guides provide helpline support to families, caregivers, professionals, and organizations in finding supports, services, and information on therapy providers, parent support, local events/trainings, programs such as Children's Long-Term Support Program (CLTS), Katie Beckett Medicaid, the Birth to 3 Program, and Comprehensive Community Services (CCS).
 - To Connect with a Children's Resource Guide – Either call (877) WiscWay or fill out "Contact Us" information at www.dhs.wi.gov/wiseway. Available in English or Spanish.
 - Marketing and Outreach Materials – Materials are available in English, Spanish, and Hmong. Marketing has included web content, targeted emails, outreach posters and flyers, brochures, social media posts, introductory & animated videos, and ads on social media, TV, print, digital media, and on radio. There will be a page for professionals where brochures and fliers can be downloaded.

Marketing is being targeted towards families, people who work with children & families, childcare providers, educators, medical professionals, mental health professionals, community-based organizations, and other programs / state and county agencies.

- Questions & Answers:

Q: Where do the resources you have come from?

A: Through the Well Badger Resource Center online directory, partnerships with local community agencies, networking with local county/community groups, and networking on a personal level depending on needs. The Northeast team is also available for more personalized meet and greets by contacting Kashoua.

Website: <https://www.dhs.wisconsin.gov/wiseway>

Toll-free Telephone: (877) WiscWay – (877-947-2929)

YouTube Video: https://www.youtube.com/watch?v=2Hc9zO--_iM&list=PLrVDIKoVyjBRU_Ry1Q96ibCIwfgCgqimp&index=2

Debbie Borquist-Conlon: debra.borquistconlon@dhs.wisconsin.gov

Kashoua Yang: kyang2@childrenswi.org, 920-969-5330

3. Member Sharing – Updates or news to share about your agency or child:

Tammy Ross of the Neenah Sensory Club and Bridging the Gap shared memberships at the club continue to remain strong, and feedback has been good from families. Tammy will have a presentation ready for the next meeting on the Bridging the Gap services she provides which entail working with CLTS families for coaching relating to occupational therapy. Some examples of support may include ways to carry over functional activity into the home, supporting play, safety, and sleep issues.

Candy Hall of Child Care Resource and Referral reported that they are wrapping up yearend and will be beginning new programs starting in January. Candy and Elizabeth recently met to put together language for Childcare Resource and Referral to share with their partnering childcare centers. Children in the CLTS Program can access additional funding toward childcare expenses at a licensed childcare center.

Sarah Dunks of Options for Independent Living reported that Options received a grant called the Navigation Pilot which assists families of CLTS children by removing obstacles to obtaining needed services (i.e. assisting with speaking with contractors, explaining assessment findings, assistance under extenuating circumstances). Sarah will send out a link to their brochure for more information.

Abby Dover of the Love the Mess Group reported that the Glow in the Dark party held in November by the Love the Mess Support Group was well-attended. More community events are being planned for January and February.

Mitch Cornils of Child Welfare reported that since summer the Child Welfare Team has been focusing more on providing outreach services to families. This is in an attempt to prevent maltreatment of children and help support families as often the team's involvement follows a time when the family has been struggling. The team is working on partnering with schools and other mandated reporters in calling when families are identified as needing some assistance or could benefit from services (i.e., help with finding employment, securing or maintaining housing, occasionally

financial assistance, parenting). The goal is to eliminate the causes of added trauma to families and the need for formal CPS involvement. Telephone number for reporting or requesting assistance: 920-230-4615 (Main Access Line).

Hailey Lutz of Long Term Support introduced herself. She started in August with LTS, has been working with the team for a few months now, and is excited to be working with the team.

Staci Thorkildsen of Headstart stated they will be at the Salvation Army's Toys for Tots event in January to get the word out about Headstart.

Elizabeth Wagner:

- Chatter Matters Camp – camp for families and/or children who have a device being used for communication. Camp provides training on the device. Families can potentially receive assistance for funding of camp costs through CLTS or through their child's school of attendance. <https://www.uww.edu/ce/camps/additional/chatter>
- Soar Newsletter – Soar has a number of upcoming events listed in their newsletter. <https://soarfoxcities.com/wp-content/uploads/2023/11/Mid-Winter-Newsletter-December-2024-with-Inserts.pdf>
- Night to Shine – The Alliance Church is hosting their yearly Night to Shine event on 02/09/2024 from 6-9 PM. Respite and a sensory room is available. Sign up is available through the website. <https://www.alliancechurch.org/events/night-to-shine2024/2024-02-09+18%3A00%3A00>
- Energy Assistance – Provides assistance with energy and heating costs to those who qualify from October through May: <https://energybenefit.wi.gov/OnlineApps/OnlineApp/Default#!>
- NAMI – NAMI has a family-to-family 8-session educational course starting up in January for family and friends of people living with mental illness. NAMI also often hosts other support groups. <https://www.namifoxvalley.org/F2F/>
- Family Voices of Wisconsin – The most recent Family Voices of Wisconsin includes information on Wisconsin Wayfinder, revamping of the Family Voices website, upcoming free virtual listening sessions including an introduction to the CLTS program being held 05/29/2024 from 11:30 AM to 12:30 PM, transition resources, advocacy options, Family Leadership Institute application information, and Circles of Life Conference May 16-17. <https://mailchi.mp/fvofwi/2023-newsletter-issue-4?e=792c45d2dc>
- All in for Kids CLTS Newsletter – September newsletter focuses on learning about support and service coordinators, CLTS Program service highlights, and information on the ending of COVID-19 policies. <https://www.dhs.wisconsin.gov/newsletters/kids-2023-03.pdf>
- All in for Kids B-3 Newsletter – <https://www.dhs.wisconsin.gov/newsletters/b3aifk2023-03.pdf>

4. Children's COP and CLTS Services – Elizabeth Wagner:

- Service and Program Updates: Elizabeth reported that in November the Winnebago County Board approved ending the contracted Lutheran Social Services (LSS) service coordinator positions as those positions are being brought on as Winnebago County employees starting 01/02/2024. Hiring of 12 service coordinator positions, a contract relations position, and a lead position is anticipated. Rental of a different location in Neenah will be necessary as the county building at that site is already at capacity. Staff will also work differing work schedules to accommodate the sharing of offices. An LTE is currently working on screening the backlog of cases and approximately 15 will be ready to be passed over in January to newly hired staff to enroll. Caseloads will remain intact for LSS staff who are hired on to avoid switching of families to a different worker. New staff will have a caseload built from the backlog and transfer of existing cases, as appropriate. LSS staff

hired on will also have to change over to Winnebago County telephone numbers and email addresses. Additionally, an intern will be starting in January.

- New Referrals – September=21, October=29, November=15.
- Waitlist Updates – Referrals continue to be delayed in being assigned due to staff capacity but the hope is to reduce the wait time for families once the new hires are fully trained.
- State CLTS Enrollment Dashboard – has recently been updated and now includes further breakdown of referral and enrollment timelines. <https://www.dhs.wisconsin.gov/clts/enrollment-dashboard.htm>
- Medicaid and Functional Screen renewal dates – There may be new renewal dates for Medicaid and functional screenings due to the pandemic ending.

5. Birth-to-Three Services (B-3) – Wendy Hein: Wendy was not in attendance at the meeting. Updates provided to B-3 Program include:

- 104 = children referred to program in November.
- 319 = total number of children currently enrolled in program
- 30 = number of referrals in process in November.
- A new teacher has been hired for the program.
- Staff Development – Speech and language staff participated in some trainings earlier in the year about augmentative and alternative communication.
- MetaStar audit – seven areas identified as needing improvement in 2022 are now areas identified as strength areas. Areas of focus following the review are identifying some new tools for ongoing child assessments, supporting age outcomes, updating plan templates to include cultural consideration information, and encouraging B-3 family involvement in the community.

6. CCS/CST Youth Services – Cristie Siebenaller: Cristie Siebenaller was not in attendance at the meeting. Updates provided to CCS/CST Youth Services Program include:

- Consumer surveys – CCS and CST programs are completing yearly consumer satisfaction surveys. 94 percent of consumers returned a completed survey. Results from surveys will be presented at the next meeting in February. Jennifer will be working on goals for next year based on survey results.
- Hiring continues for therapist.
- Referrals – An increase in referrals continues to occur. Wait period is only a month or two due to some restructuring.

7. 2023 Focus Areas and Committee Role:

- Gaps in Behavioral Services Committee in the Fox Valley: The next GAPS Committee meeting is scheduled for January 24 at 9:00 AM. The group is possibly nearing an end. **Bridget Hunter** reported that the group has devised a resource handbook to assist families in bridging the gap while on the waitlist for services including ABA providers, state and local resources, churches, school resources, applying for CLTS programming, parenting supports, mental health resources, books, and podcasts. Most resources are free or at a low-cost.

8. 2024 Meeting Dates: February 13, May 14, September 10, December 10. 2024 meetings will be held at 12:30 and virtual attendance remains an available option.

With no other business, the meeting was adjourned at approximately 2:00 PM.
Respectfully submitted by Elizabeth Wagner