

REGIONAL MANAGEMENT GROUP MEETING

Date: August 28, 2020

Time: 9:00 a.m.

Attendees: Margret Graham (LDN CSB), Lyn Tomlinson (FFX CSB), Deborah Warren (ARL CSB), Carol Layer (ALX CSB), Lisa Madron (PWC CSB), Betsy Strawderman (PWC CSB), Lisa Snider (Lou CSB), Jean Post (NVRPO), Randy Buckland (NVRPO), Robyn Fontaine (NVRPO), Thu-Uyen Nguyen (NVRPO), Tara Belfast-Hurd (DBHDS), Jamie Elzie (DBHDS), Judith Korf (Parent)

Guests: Heather Norton (DBHDS), DeeDee Thomas (DBHDS), Quentin Benz (DBHDS), Pat Wilkerson (FFX CSB), Andrew Janos (FFX CSB), Evan Jones (FFX CSB), Sierra Simmons (FFX CSB), Elizabeth San Pedro (ALX CSB), Maimoona Bah-Duckenfield (ARL CSB), Lauren Townson (ARL CSB), Jackie Turner (PWC CSB)

Recorder: Xiuping Cheung (NVRPO)

Call to Order: Margret Graham (LDN CSB) called the meeting to order at 9:05 a.m. The group was welcomed, and introductions were made.

Handouts: Agenda, RMG meeting minutes (July 2020), ID/DD Focus Questions, Risk and Form comparison handout, Power Point on Fairfax Employment and Day Contracting, Regional Utilization Management Report, Regional Budget

TOPIC	DISCUSSION	REC/ACTIONS	RESPON-SIBLE PARTY	F/U DATE
Introduction	<ul style="list-style-type: none"> Introductions were made, M. Graham welcomed the group. Minutes from July meeting were reviewed and approved with one edit 			
ID/DD Focus questions	<p>ASSESSMENT FORMS</p> <ol style="list-style-type: none"> RAT (Risk Assessment Tool): What is the timeline for getting updated RAT form; specifically, what is changing with respect to the instructions and the form itself? See attached Risk and Form comparison chart. OnSite Tool: It has been communicated that the trial period for the OnSite Tool is July – August and that the Department will begin reviewing feedback regarding the form and suggested changes in September. <p>What will be the process in making modifications to the OnSite Tool following the preliminary July-August review? What feedback will be given to the CSBs and in what form? What are the timeline and next steps once the preliminary review is finished?</p>			

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	<p>3. CRAT (Crisis Risk Assessment Tool): Please discuss utilization of the CRAT beyond DD Services (i.e., completion of the form by other parts of the CSB specifically for those on the Autism Spectrum and other DD diagnoses). Clarify frequency of administering the CRAT (i.e., every contact or once a month); discuss whether there is any consideration for every face-to-face contact, but no more than once monthly.</p> <p>Answer to all 3 questions: Starting in September, a VACSB workgroup which will include 5 DS Directors will begin meeting to review the 3 tools. The group will review current process and identify duplications/redundancies and remove them as indicated. Loudoun's SC Manager – Emily Gebhart will represent R2 the VACSB workgroup. The CRAT is to be done for all individuals open to a CSB (BH and DS) and not simply those who are waiver eligible.</p> <p><u>REVIEWS</u> Context for questions 4 and 5: there is a wide volume of reviews and requests for documentation occurring at the same time.</p> <ul style="list-style-type: none"> a. SCQR (Support Coordination Quarterly Review) Retrospective Review <ul style="list-style-type: none"> i. Uploading a large volume of documents and getting feedback/sharing feedback ii. Corrective Plans b. QRS (Quality Service Reviews)/HSAG (Health Services Advisory Group) <ul style="list-style-type: none"> i. Uploading large volume of documents ii. Scheduling and coordinating conversations with all parties (i.e., individuals, guardians, Support Coordinators, and providers) c. NCI (National Core Indicators) (due by the end of August) d. DMAS QMR (Quality Management Review) 			

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	<p>e. Licensing Review of DD Services (desk review)</p> <ul style="list-style-type: none"> i. Initial document requests ii. Corrective action plans <p>f. Gathering documents for the SARFs (Slot Assignment Review Forms) (mailing to WSAC (Waiver Slot Assignment Committee) members)</p> <p>4. There are several timelines that have been tightened up in the Licensing regulations with respect to providers submitting information to DBHDS and its contractors, but no timeline for when DBHDS is expected to respond? What is the plan for development of DBHDS timelines and how and when will they be communicated to providers?</p> <p>Answer: This is correct and a fair question. DBHDS Licensing will respond within 15 days of corrective action posting. This will be addressed in the final DBHDS guidance document. Human Rights timeline of review is different.</p> <p>5. Can DBHDS consider streamlining the submission process for securing documents so that CSBs submit only to DBHDS and it provides the necessary information to DBHDS contract agencies?</p> <ul style="list-style-type: none"> a. Can there be a single point of contact in the Department to review data and information requests before they are sent to the CSBs? <p>Answer: Heather Norton expressed an interest in creating a workgroup to further explore this idea. Labeling/naming documents will be critical so that information can easily be secured.</p> <p>CHRIS (Computerized Human Rights Information System) REPORTING/INCIDENT REPORTS</p> <p>6. Context for questions 6a, 6b, and 6c: As we are required to submit incident reports within a 24-hour timeframe, we do not always have time to gather all relevant information (in order to</p>			

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	<p>submit reports on time in CHRIS). In many instances, this is out of the control of the CSB. For example, waiting on updates from a hospital for someone recently admitted. Frequently, CSBs will receive inquiries the following day asking that more information be sent right away. Additionally, we will often receive inquiries from multiple people (i.e., Licensing and Human Rights).</p> <p>In some instances, DBHDS will re-open a report in CHRIS and request additional information.</p> <p>CSBs are permitted 30 days to complete a Root Cause Analysis.</p> <ol style="list-style-type: none"> Are there any internal DBHDS procedures that guide who should ask for what additional information and when in contacting the CSB for additional information following an entry into CHRIS? When is a CHRIS report considered closed and what is the rationale for re-opening a report? Can the 30-day period for conducting a Root Cause Analysis be used for time to gather additional information? <p>Answer: All incidents will be reviewed by the Incident Unit with a focus on what needs to occur now to ensure safety; providers have 2 business days to provide information. Each incident should not receive more than 1 call. Should this occur, then please email Jay Benz so that she can investigate internally. If it is necessary, an incident can be reopened by Incident Unit. For Root Cause Analysis, the focus is on what systems and processes need to be implemented to ensure long term safety. During the 30 days period, all calls will be documented with questions and answers. DBHDS is looking at a new CHRIS system but with limited resources, this process will take some time. A CHRIS report is closed when the Risk Team determines that it doesn't need to be investigated or when they pass it to the licensing specialist to investigate. It can be reopened if</p>			

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	<p>warranted.</p> <p>WaMS (Waiver Management System)</p> <p>7. The CSB personnel cannot manipulate an enrollment when Service Authorizations in WaMS are not complete. Is there a way to change the permissions on the back end in order to manipulate enrollment? This is a relevant issue when a Waiver slot "turns-over," but the slot cannot be released when a Service Authorization is not completed. The slot is delayed in being re-assigned or reallocated.</p> <p>Answer: Not at this time. DeeDee Thomas is waiver administrator. Enrollment system is tied to many processes in WAMS (level of care, service authorization, etc.). Information in WAMS must be complete prior to a Waiver slot being released. Heather requested a specific example of the challenge this creates so that DBHDS can investigate further. Jackie Jackson, PW, agreed to provide same post meeting. Heather Norton will follow up with DMAS contacts regarding requirement to send notices of slot changes even when no longer appropriate.</p> <p>PROVIDER DEVELOPMENT AND RETAINER PAYMENTS</p> <p>8. Is DBHDS examining the long-term impact of the COVID pandemic on providers (i.e., Group Day, Community Coaching, and Community Engagement), specifically provider and resource availability at the end of the crisis. If providers are forced to go out of business due to COVID-19, resulting in a lack of services across the state, what will be the Department's role and responsibility? Is the Department evaluating the long-term ramifications of the discontinuation of Retainer Payments?</p> <p>Answer: Yes, CMS (Centers for Medicare & Medicaid Services) only allows retention payments 3 times for up to a 30-day period. DBHDS is monitoring the impact of COVID through licensing, provider development and DMAS is monitoring program closures. This information can also be found in the DBHDS "State of the State" document (ERIC). Heather Norton agreed to look into sharing the tracing tool of employment and day providers who are no longer in business.</p>			

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	<p>GENERATING REPORTS IN WaMS (Wavier Management System)</p> <p>9. With on-going emphasis on QA (Quality Assurance) and QI (Quality Improvement) and entering more and more information into WaMS, is there a plan for CSBs to have the ability to generate reports in WaMS in real time (i.e., ISP (Individual Supports Plan) completions, missing VIDES (Virginia Individual DD Eligibility Survey), etc.).</p> <p>Answer: VIDES is not available yet. If any specific information is needed, can use the filter option to manipulate the report. All information in the reports are real time information.</p>			
Employment and Day FY22 contracting	<p>Fairfax County Department of Procurement and Material Management department representatives were invited to share the FY22 Employment and Day contract updates.</p> <p>Currently, Alexandria, Arlington, Loudoun and Prince William CSB's contract with employment and day vendors are riding on Fairfax County's RFP, the contract ends June 30th, 2021.</p> <p>As of FY22, Fairfax's new contract method will be a Master Purchase Agreement, this Purchase of Services agreement will be tailored to each individual client. This change in approach prohibits contract riding. Each CSB will need to develop their own contracting agreement and FX Contract is happy to share their language with the group.</p> <p>Power Point attached and shared.</p> <p>Group agrees to revisit this topic after Fairfax has additional details to share.</p>			
Regional Budget and UM Report	<ul style="list-style-type: none"> Regional UM report was reviewed R. Fontaine shared Regional Budget summary with the group 			

Adjournment: The meeting was adjourned at 11:30 a.m. The next meeting will be on September 25, 2020, at 9:00 a.m.


 Recorder

8/28/2020
 Date


 Chair

8/28/2020
 Date