

CSoC Quality Assurance Committee (QAC) Meeting Minutes – APPROVED

<u>Date of Meeting</u> July 20, 2016	
<u>Meeting Time</u> 2:00 – 3:30 p.m.	
Members	<u>PARTICIPANTS</u>
	<input checked="" type="checkbox"/> Cindy Guitrau, Chair (DCFS) <input type="checkbox"/> Karen Faulk (DCFS) <input checked="" type="checkbox"/> Janice Zube (DOE) <input checked="" type="checkbox"/> Kristin Savicki (OBH) <input type="checkbox"/> Patty Thomas (OJJ) <input type="checkbox"/> Candace Grace (OBH) <input type="checkbox"/> _____ <input type="checkbox"/> _____
Guests	<input checked="" type="checkbox"/> Connie Goodson (OBH) <input checked="" type="checkbox"/> Sheila A. Jordan (OBH) <input type="checkbox"/> Lisa Longfellow (OBH) <input type="checkbox"/> Pamela Honore (OBH) <input type="checkbox"/> Carolina Jones (NCFS) <input checked="" type="checkbox"/> Rhee Fisher (NCFS) <input checked="" type="checkbox"/> Keith Durham (Medicaid) <input checked="" type="checkbox"/> Darryl Montgomery (Medicaid) <input checked="" type="checkbox"/> Curtis Eberts (Wraparound Service) – via teleconference <input type="checkbox"/> Lynn Henderson (Eckert) <input type="checkbox"/> Jodie Roberts (Eckert) – via teleconference <input type="checkbox"/> Ann Donnelly (Medicaid) <input type="checkbox"/> Cynthia Bennett (Medicaid) <input type="checkbox"/> Tom Jarlock (OBH)

Agenda Item/Topic	Discussion	Action	Responsible Party	Target Date
I. Call to Order	Cindy Guitrau called the meeting to order at 2:04 pm.	None	None	None
II. Roll Call	Members announced themselves.	None	None	None
III. Approval of Minutes	Due to the lack of quorum, the review and approval of minutes for the October 2015, January 2016 and April 2016 meetings has been tabled until the next meeting.	Revise, finalize and post as appropriate	Sheila A. Jordan	Next meeting
IV. Discussion of Outcomes Measures/Tool	Document: Quality Dashboard Connie started the discussion of the April 2016 Dashboard. She noted that 76% of youth showed an improvement in school functioning. She reminded the committee of changes made to the			

CSoC Quality Assurance Committee (QAC) Meeting Minutes – APPROVED

Agenda Item/Topic	Discussion	Action	Responsible Party	Target Date
	<p>school-related modules, which is expected to result in truer information.</p> <p>Connie advised that now that the CANS is submitted electronically, we will get increasing information to assess intake and discharge CANS scores. Rhee Fisher (NCFS) noted that she is currently working with Magellan to have the ability to pull reports that show initial and ongoing CANS for the youth served by NCFS. Curtis requested that Rhee keep him updated on when and how she is able to pull these reports. Curtis noted that there are still substantial challenges with input of the CANS and IBHA, in addition to this task being time consuming.</p> <p>Both Curtis and Rhee mentioned that this input of these documents takes a significant amount of personnel time.</p> <p>Connie reviewed the following:</p> <p><u>Youth Access to Wraparound (Bayou Health Report 313, CSoC report QM12)</u>, noting that the decrease in timely referral standard is attributed to lack of capacity to receive referrals (largely due to wraparound agencies needing to staff up).</p> <p><u>Utilization of Natural Supports (CSoC report QM13): 76.5%</u></p> <p><u>Youth receiving services in sufficient amount, frequency, and duration (CSoC report POC6)</u>. Connie noted that this is relatively stable, and noted based upon claims; but rather questions of each youth/parent by the wraparound agencies.</p> <p><u>Youth living situation at discharge: 89%</u> of youth are being discharged to a home and community based setting, which is very good.</p>			
<p>V. Other Items for Discussion</p>	<p>Connie advised that the previously-discussed wraparound coaching consultants are here (since Monday), providing support and technical assistance to the wraparound coaches. They will work with Connie and the CSoC Team with regions, which have been</p>			

CSoC Quality Assurance Committee (QAC) Meeting Minutes – APPROVED

Agenda Item/Topic	Discussion	Action	Responsible Party	Target Date
	<p>split in three geographic areas.</p> <p>As a part of their work, in three month rotations, they will provide a 3-day training, followed by a full-day site visit in each region. Their work will include assessments of strengths and needs, and plans to address those in each region.</p> <p>Group 1: Baton Rouge, Lafayette, Lake Charles Group 2: New Orleans, Covington, and Thibodaux Group 3: Shreveport, Monroe and Alexandria</p> <p>Additionally, they will work with Connie and CSoC team to create a comprehensive monitoring plan that includes talking with families, providers and other stakeholders, to assess quality and fidelity, and to assess a variety of outcomes (including things like staff retention and development).</p> <p>In response to a question, Connie shared that this monitoring plan is in the development stages, so she expects to work with a variety of people to create the full plan.</p> <p>Also in response to a question about discharge “criteria,” Connie noted that each team should always have out “front” is the family’s mission and vision. Curtis advised that goal statements and objectives are a part of the discussion in every Child and Family Team meeting. Additionally, those are also closely linked to the initial assessments and progress toward the objectives. Keith Durham mentioned that he would like to be included in the formulation of the monitoring plan. Connie mentioned that she will include Keith (or other Medicaid staff), as requested.</p> <p>Dr. Savicki report that living situation at discharge and CANS outcomes. The last report of living situation was based upon about 50-60% of youth. This report does include 100% of youth. So, we are getting reports on the full population of youth. So this information is encouraging with all youth accounted for. The data is getting better and the outcomes are just as good.</p>			

CSoC Quality Assurance Committee (QAC) Meeting Minutes – APPROVED

Agenda Item/Topic	Discussion	Action	Responsible Party	Target Date
<p>VI. Public Comment</p>	<p>Curtis asked if this is the place to discuss performance improvement plans (between Magellan and wraparound agencies). Connie and Keith answered that those are between Magellan and the provider, and the QAC is not a place where these plans are discussed.</p> <p>Curtis added that regarding the timely face to face standard. He noted that about 5 wraparounds are in the red zone (60%), his agencies hover in the yellow zone, and all are aiming for green. He gave context as to some of the challenges to meet that 7 day face to face standard.</p> <p>Connie responded that 7 days is the basis set as reasonable since we did not have a baseline. Keith noted that this level of care would merit such a timeline. Curtis noted that many times children need this level of care because of the level of chaos within the family that make this contact challenging.</p> <p>Dr. Savicki noted that the 7 day expectation, although not based on a historic baseline, this was set so that OBH could begin to collect the data.</p> <p>In response to Keith’s question, Rhee responded that the dashboard is not publicly available, but is emailed to the wraparound agencies with identities of each agency made anonymous, and</p>			
<p>VII. Adjournment</p>	<p>Cindy noted SGB meeting on April 28, 2016. She will ask Kristin Savicki to report in her absence. Also, Janice Zube will replace Lillie Burns as the DOE liaison as a voting member.</p> <p>The meeting was adjourned at 3:01 p.m.</p>			

Cindy Guitrau, Chair, CSoC QAC

Date