



**BRIDGING LOCAL SYSTEMS:
STRATEGIES FOR BEHAVIORAL HEALTH AND SOCIAL SERVICES COLLABORATION**

EASTPOINTE REGIONAL LEADERSHIP SUMMIT

**Wednesday, February 15, 2017
Beulaville, NC
12:00 - 3:00 pm**

ATTENDEES

Vickie Smith, Tommy Thompson, *Bladen County DSS*; Vanessa McKnight, Vanessa Moore, *Robeson County DSS*; Sarah Bradshaw, *Sampson County DSS*; Wendy Stanton, Jennifer Byrd, *Scotland County DSS*; Kathy Stone, *Wilson County DSS*; Catherine Dalton, Angela English, Lynnette Gordon, Victoria Jackson, Karen Salacki, *Eastpointe*; Walt Caison, Adgenda Turner, Dennis Williams, *DHHS*; Anne Foglia, *NCIOM*; Michael Owen, *consultant/facilitator*.

OVERVIEW

Michael Owen (meeting facilitator) gave a summary review of the Bridging Local Systems project including the sponsors and goals. The goals of the Bridging Local Systems project are to strengthen communication and collaboration between LME/MCOs and DSSs, and improve shared outcomes for two shared populations: (1) children and families served by child welfare and behavioral health, and (2) adults served by adult protective or guardianship services.

INTRODUCTIONS & ANNOUNCEMENTS

Following Michael's summary participants introduced themselves and shared announcements. Victoria Jackson from Eastpointe updated the group on the process of consolidation with Cardinal Innovations Healthcare Solutions. The Eastpointe board voted to approve the consolidation and the next step was to receive approval from the Secretary of NC DHHS. Victoria urged the group to move forward with their work on behalf of their community and suggested inviting Cardinal leadership to join the partnership at the next meeting.

Michael briefly reviewed the discussion from the past meeting. A summary of the January 18th meeting is available [here](#).

UPDATE ON UNREIMBURSED INNOVATIONS WAIVER SERVICES

Catherine Dalton, Chief of Business Operations at Eastpointe, joined the group to provide an update on the investigation into unreimbursed innovations waiver services. When the LME/MCOs in the state first raised the issue of receiving payment for members identified for innovations there was a miscommunication regarding the source of the problem. Eastpointe was instructed to work with the DSS to supply missing IN indicators; however, through conversation at the summit meetings it became clear the issue was not due to DSS error. DSS offices, on the other hand, received letters explaining the system glitch. Eastpointe has been working with Kenneth Bausell since the first meeting in September to correct the problem with the NC Tracks and NC Fast systems at the state level. As batches of the backlogged individual cases are re-adjudicated, Eastpointe will be reimbursed; thus far, Eastpointe has received about \$4 Million out of \$7 Million in reimbursement.

WORKGROUP BREAKOUT SESSION

Participants broke into three groups for about 30 minutes to develop proposals regarding three areas of interest identified at the previous meeting: collaborative discharge planning, DSS and LME/MCO liaison positions and webinar cross-training. At the conclusion of the breakout sessions, each group presented their proposals in progress and received feedback from the other summit participants.

DISCHARGE PLANNING & TRANSITION TO COMMUNITY LIVING INITIATIVE (TCLI)

Requests for hospitalization goes to utilization management, but current forms do not indicate whether DSS is the guardian. Group members suggested changing the form to indicate DSS involvement and prompt collaboration. In addition, group members argued it is important to work with providers to include Child and Family Teams (CFT) involved in-patient planning as well.

Some DSS representatives brought up that not all providers include DSS as the guardian in planning. When DSS face this or recognize other concerns regarding provider quality, it should be brought to the attention of Eastpointe. Eastpointe staff clarified that their website suggestion and complaint sections are handled differently, and that DSS should always receive written acknowledgement of any grievances. Eastpointe will confirm that the website tools are operating correctly.

This group also discussed progress on TCLI collaboration. Regular adult services staff meetings will be used to identify clients who would benefit from TCLI.

In response to concerns raised at previous meetings regarding interagency communication, Lynnette Gordon and Victoria Jackson of Eastpointe shared a staff contact list with email, office, and mobile phone numbers with DSS participants. Lynnette will also provide TCLI staff information and Eastpointe is moving towards having contact information available on their website to facilitate communication.

LME/MCO-DSS LIAISON POSITIONS

Sarah Bradshaw, Director of Sampson County DSS, and Victoria Jackson from Eastpointe did some preliminary work to start off the workgroup conversation. The workgroup proposed the establishment of a non-clinical position onsite at DSS using Eastpointe's county funds. The proposed liaison would help the DSS and their clients navigate the service system.

In subsequent summit discussion of the proposal, concerns were raised about the need for counties to either cut services or increase their financial contribution in order to fund this position. In addition participants argued that there would need to be flexibility for DSS and Eastpointe to tailor local options and a one-size-fits-all approach would not be appropriate.

WEBINAR CROSS-TRAINING

This small group brainstormed a proposed list of topics to cover when developing the training webinar series, including:

- How to Refer to Services (e.g., call center, calendar, provider direct referral)
- Service Eligibility (e.g., different populations and funding sources)
- Utilization Management (e.g., service definitions, clinical coverage policy, service planning, authorization process)
- Provider Network (e.g., open vs. closed, communicating concerns, provider actions, provider vs. care coordinator responsibilities)
- Organizational Charts for Eastpointe and County DSS
- TCLI
- Evidence-based Practices

NEXT STEPS

The next meeting will take place from 12-3pm on Wednesday, April 5th at the Eastpointe Beulaville Office.