

The Governor's Mental Health Services Planning Council  
Transformation Subcommittee  
October 11, 2006

In attendance: Rick Cagan, Neil Iles, Cherie Bledsoe, Les Washington, Kathy McNett, Koleen Garrison, Gary Parker, Wes Cole, Sitka Stueve, Steve Erickson, Mike Hammond, Jayme Collins, Bill Art, Michelle Ponce.

Via teleconference: Rosemary Mohr

Executive Summary

Three new workgroups will be formed to work on: complaint resolution, customer service, and the NAMI Report Card.

The group discussed the topic of advocacy organizations funded as a line item by the Legislature in the past. Now that funding is given to SRS to distribute competitively. There should be funding allocated to statewide advocacy organizations for core functions. Mike said the TSC should look into this issue and make recommendations.

Contact/Lead persons were assigned to workgroups.

Reimbursement guidelines were agreed upon for the SRS funding to support consumer involvement. \$11,000 will be allocated to each Subcommittee, \$5,000 allocated for orientation, and \$7,000 allocated for other costs (such as postage). The CAC will administer the funds. Michelle will give this information to Rick Shults.

Identified Tasks/Action Items

- Discuss establishment of two new workgroups for complaint resolution and customer service training at the January meeting.
- Workgroups should continue working on their tasks.
- Michelle will give agreed upon reimbursement guidelines for the SRS funding to support consumer involvement to Rick Shults

Full Report

September minutes were reviewed. Gary asked to clarify that the CAC does not have standard a child care reimbursement rate, as they do not normally reimburse for that. With that revision noted, the minutes were approved.

Mike discussed the Legislative Budget Committee (LBC) hearing on the public mental health system. The hearing was standing room only and multiple people from multiple systems provided testimony. Mike distributed copies of the ACMHCK testimony which included a copy of the Transformation grid. The testimony included recommendations

for the future with a particular emphasis on the uninsured and underinsured. The LBC will meet again in November and December and at some point will be deliberating on its recommendations. Mike believes it will be important for the group that testified at the hearing to meet and discuss what the group feels is most important regarding the LBC's recommendations. The group should also cross reference its recommendations/priorities with the Transformation grid and then meet with SRS to ensure all are on the same page.

The Service Delivery Subcommittee is discussing the issue of changing the name of the state hospital, which will allow for more federal funding. The change would be to a Mental Health Facility from state hospital. Rick noted that it is more fundamental than just changing the name; it is about changing the role and focus of the hospital, which is a transformational idea. Mike said that Association feels that the system needs to be focusing on the determinants of mental health as policy is being made in the years to come.

The issue of customer service has been referred to the TSC from the GMHSPC. Nancy, a representative from the CRO in Lawrence discussed concerns with services from her local CMHC with the Council. She cited the need for ongoing customer service training and a focus on frontline customer service related to greeting customers entering the Center. Mike said he is frustrated with complaints being made in different venues by different methods with no uniform way to track and address. Rick is interested in being able to do some type of trend analysis to identify particular problems that need to be addressed. Mike said they have previously tried to gather this information but were only able to get pieces from different entities (Centers, NAMI, Keys, the state, etc). Jane, Rick, and Mike talked about the Association and advocacy groups collaborating to develop a coordinated system to collect the needed data. Rick suggested helping SRS to design a system for tracking complaints and a method to collect trend data, as he believes such a system should be institutionalized within SRS. Steve said there could be confidentiality issues involved with complaint issues which make it difficult to follow-up with consumers to track complaint resolution, but did encourage the TSC to help develop an outline of what such a system should look like. Rosemary noted that such a system would need the capability to distinguish between complaints and concerns/questions. Rick suggested establishment of two new workgroups for complaint resolution and customer service training. These new workgroups will be discussed at the January meeting. Steve pointed out that customer service training falls under the new Pre-paid Ambulatory Health Plan (PAHP) contract; the PAHP is responsible for implementing a plan which should be developed with input from others and once implemented will need people to field test.

Mike gave an overview of the PAHP. The new Medicaid State Plan will include additional expectations of the CMHCs.

There are several ways the PAHP could be organized: 1. by each CMHC, 2. by regions of the state, 3. 1 statewide PAHP/CMHC, 4. 1 statewide PAHP/not a CMHC. The PAHP will set up a provider manual, system utilization review, make prior authorizations, and manage funding statewide.

Wes said the NAMI report has been referred to the TSC from the Council. It is an important issue and a workgroup will be assigned to address it. Members of this group will include: Rosemary, Wes, Rick, Gary, Kathy, Koleen, and Michelle. Wes asked Rick if the NAMI Report Card is meant to take the place of the Tori Report, Rick said NAMI intends to do another Report Card, but is not sure if it is meant to take the place of the Tori Report. Rick presented a copy of a response from the national NAMI group in response to the discussion in the August meeting that a representative from NAMI told the state mental health directors the Report Card was flawed; the response from NAMI is that the Report is not flawed and they disagree that the statement was made.

Mike said that in the past advocacy organizations were funded as a line item by the Legislature. Now that funding is given to SRS to distribute competitively. He believes there should be funding allocated to statewide advocacy organizations for core functions and then some funding made available to allocate competitively by SRS; if the system is to be truly consumer and family driven statewide advocacy groups should be supported. Even the GMHSPC is not funded, yet other states' Councils are funded. Rosemary stated that the CROs need to be supported as well. Mike said the TSC should look into this issue and make recommendations.

Workgroups did not have reports at this time. Lead/contact persons were assigned for each group:

- Process 2 – Jane and Jayme
- Process 4 – Mike
- Process 6 – Mike (Kathy and Koleen need to be added to this group)
- Scope of Content 1 - Jane and Jayme
- Scope of Content 4 - No contact assigned
- Scope of Content 5 – No contact assigned as this item can not begin until a report is made on Scope of Content 1
- NAMI Report Card – Rosemary and Wes

Subcommittee Reports:

Aging/Jayme –

The subcommittee held an extended meeting in September which included Secretary Greenlee of KDOA and other groups. Their focus has been on health and how to include MH into KDOA initiatives in the next year. They were given presentations on the following programs: Annette Graham of Sedgwick Co discussed AAAs purchasing services based on referrals for MH needs, Johnson Co is also modeling a similar project, and Emporia's successful partnership between the AAAs and the CMHC to provide training across the state about providing services to seniors with mental health needs and specialized training for adult case managers in CMHCs (Prarieview and ECKCMHC have completed the training).

Supported Employment/Sitka –

This group is continuing to work on evidence based practices in supported employment. They have a meeting scheduled for tomorrow, at which the group will be

reviewing a report on supported employment implementation. If the group feels strongly about the report it will be recommended to the full Council. The subcommittee studied the issue of whether proper mental health training is occurring across the state and they believe that it is. A new area of concern they have identified is funding for supported employment programs and the subcommittee has enlisted Mike's help to solicit feedback from the CMHC directors regarding supported employment programs.

#### Suicide Prevention/Bill –

The Subcommittee's Garrett Lee Smith application was not funded, but they will be exploring options to reapply in the future. They will be reviewing the state plan which will be posted on SPRC website in December with requests for comments by January or February. They are looking for funding sources to support and Suicide Prevention position.

#### Housing and Homelessness/Gary –

There is a HH conference today and tomorrow in Salina, and one in Wichita the 26<sup>th</sup> and 27<sup>th</sup>.

#### Children's –

Brad Luthe will be joining this subcommittee as a youth representative. They may also be adding two more youth that are or have been involved with foster care.

The committee has 3 task forces:

1. gaps in services across the state
2. a survey regarding children returning to school from state hospitals
3. evidence based practices =- looking for a psychiatrist to present information about off label medications for children at an upcoming conference.

#### Parity Task Force –

The group is in the final stages of drafting the report with recommendations to be made to the Council. The Task Force's final meeting is scheduled for Oct 26.

#### SRS Funding for Consumer Involvement

TSC members agreed to use the CAC reimbursement guidelines, plus reimbursement for childcare. \$11,000 will be allocated to each Subcommittee, \$5,000 allocated for orientation, and \$7,000 allocated for other costs (such as postage). The CAC will administer the funds. Michelle will give this information to Rick Shults.

#### Future meeting dates:

January 10, 9:00 – 12:00

February 14, 9:00 – 12:00