IDS Advisory Committee
Meeting Minutes
January 10, 2011

**Present:**

Lona O'Dell, ESCTC
Tim McGee, ESCTC
Terry Dethrow, NPC
Marcus Berglund, CCS
Debby Davis, Options
Paul Logan, NWHS
Geoff Heatherington, Polk County
Tim Murphy, BRS
Steve Allan, Options
Rod Calkins, MCHD
Scott Richards, MCHD
Sandy Stewart, MCHD
Cary Moller, MCHD CAPS
Dwight Bowles, MCHD CAPS
Christina McCollum, MCHD CAPS
Steve Kuhn, MCHD CAPS

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**Meeting called to order at 11:10 am**

## I. ANNOUNCEMENTS AND INTRODUCTIONS – All

- Tim of BRS announced Clinician Sandra Coburn has left their agency.
- Lona stated ESCTC is switching over to Electronic Records, Billing and Scheduling, and asked for patience during this transition.
- Dwight told members the 2011 Fee Schedule will be provided to them electronically prior to the February 2011 meeting.
- Cary announced new AMHI QMHA, Billie Roland, transferred into CAPS from ABH on Monday, January 10th.

## II. REVIEW MINUTES - Minutes reviewed and accepted as presented.

## III. Access to Care – MTM Consultation – Cary

- Cary reminded providers of the upcoming GAP Analysis for participating IDS (direct service providers – Health Department, New Perspectives, BRS and VMH. Focus of GAP Analysis is on entry into care. Once GAP Analysis is complete, participating providers will schedule a series of RCCT (Rapid Cycle Change Team) should include 4 to 6 management and staff who have the ability and enthusiasm to implement change at their agency, a cross section of agency.

- Compliance Review Team (CRT) – Dwight Bowles and Kathleen Boyle attended; the group composed of 4 teams. This consisted with reviewing regulations and associated OAR citations. They prepared a grid and passed on their results to the Forms Standardization Committee Compliance Review Team. It is expected to be complete by June. There are concerns about some agencies that are jointly certified (commissioned) JCAHO accredited.

## IV. Secretary of State (See Handout)

### ❖ Oregon Audits Division & Survey – Rod

Rod shared recent meeting with Rex Kappler, Secretary of State Audit Division meeting and Marion County staff. MVBCN also requested participation in Secretary of State office "survey." The Audit Division seems to be interested in understanding the accountability structure between MHO, County and Contractors. Rod shared with Audit unit information regarding ATR, OWITS and the MTM project. IDS providers are in the process of scheduling meeting with Rex Kappler. Discussion of the IDS provider meetings will be shared at future IDS meetings.

## V. IDS REPORTS – Dwight

❖ **SEE HANDOUT #** (6 pages) - Reviewed December reports. .

1. Review of Agency performance on the Adult side – most all of the adult agency are providing services below each agencies respective contracted Cost per Client per Month (CPCPM); on the Children's side, most agency are providing services above their contracted CPCPM.
2. The Annual Budget and Incentive Pool worksheet has been revised based on the mid year contractual adjustments
3. The 2010 Financial model is being revised to replace the current Out of Clinic incentive with the Engagement incentive. The Access incentive has been revised to incorporate data from the CIM system which tracks individuals seeking service within the IDS. New reports will be included at the February Advisory meeting
4. The Administrative performance worksheet is being revised to incorporate a weighted average for claims turnaround times to provide a more accurate view of claims processing times based on the # of claims submitted each month. Currently the report has been based on a simple average. Current reporting shows approximately a 10 day turnaround for the IDS as a whole.
5. The new 2011 IDS Fee Schedule will be separated into three schedules:
    1. Licensed Practitioners
    2. QMHP – non-licensed
    3. QMHA

Cary suggested Dwight provide an example of how we currently calculate opposed to weighted calculation. This will be presented at the February meeting.

Incentives: Engagement Strategies. (See HANDOUTS)

The "No show" data summary is a combination of submission of 2010 data to the BCN and information pulled from the CIM reporting system. The purpose is to establish a baseline for each agency to track decreases in agency no shows.
No-show data reporting – impacts your ability to reach your cost per client goal.

Tim (BRS) would like a review of Bridgeway's data as it could be a combination of A&D and Mental Health "No Shows". (Dwight will work with Anna/Sue to resolve).

Lona (ESCTC) asked who provides reminder calls as a standard practice for their agency. She hears from clients who do not come in to their appointments, is because they did not receive a reminder call. If they do not make reminder calls, "no shows" increase.

NPC doesn't have staff to do reminder calls. They have discovered when they do make the reminder calls; the client's use the time to cancel their appointments.

Geoff Heatherington states his agency does reminder calls and as a result, there "no show" has decreased.

## VI. LUNCH

## VII. Polk Clinic Development in West Salem – Geoff

Geoff Heatherington from Polk County indicated that PCMH is planning on opening a Full Service Clinic in West Salem. The new clinic will be located on backside of Safeway off Edgewater and plans to include:

- Day Treatment provided by Trillium 60 days +/- continuing treatment
- WESD and Trillium will share space and cost
- Mental Health treatment for Adults & children, and medication service
- CADC for Drug & Alcohol treatment,
- Hope to have both an Adult and Child Nurse Practitioner
- Crisis service – will remain in Dallas
- Evaluating placement of DD case manager & community support services.
- Timeframe for opening the clinic – Spring 2011 – possibly June

Polk and Marion counties are reconciling and reporting cross county services on a monthly basis.

There will be further discussion regarding the impact for the IDS when Polk County opens an additional site in West Salem. Data will be provided at next IDS meeting.

Supporting a transition plan for individuals interested in transitioning to services will be developed considering individual preferences and choice.

Paul, NWHS, emphasized coordination with NWHS and ESCTC. Geoff agreed to working with Paul and Lona on the coordination of services. Geoff will invite Noelle Carroll, Polk County Operations Manger to next IDS meeting. Noelle is primarily responsible for the service development in Polk County.

Meeting adjourned at 1:00pm

Next meeting: February 14, 2011
Minutes by L. Welch