

STATE EXECUTIVE COUNCIL (SEC)
COMPREHENSIVE SERVICES ACT FOR AT RISK YOUTH AND FAMILIES
Dining Hall, UMFS
3900 West Broad Street
Richmond, VA
Thursday, September 19, 2013

SEC Members Present:

The Honorable William A. (Bill) Hazel, Jr., M.D., Secretary of Health and Human Resources
Karin Addison, Deputy Secretary for Education and Children's Services
The Honorable John Edwards, Member, Virginia Senate (*by conference call in*)
Lelia Hopper for Karl Hade, Executive Secretary of the Supreme Court of Virginia
Jim Stewart, Commissioner, Department of Behavioral Health and Developmental Services
Michael Farley, CEO, Elk Hill, Inc.
Margaret Schultze, Commissioner, Virginia Department of Social Services
Cindi Jones, Director, Department of Medical Assistance Services
Greg Peters, CEO, UMFS
Martin Nohe, Parent Representative
John Eisenberg for Superintendent Patricia Wright, Virginia Department of Education
Robert Hicks for Dr. Cynthia Romero, Commissioner, Virginia Department of Health
The Honorable Patricia O'Bannon, Member, Henrico County Board of Supervisors

SEC Members Absent:

The Honorable Richard "Dickie" Bell, Member, Virginia House of Delegates
Joseph Paxton, Rockingham County Administrator
Mark Gooch, Director, Department of Juvenile Justice
Mary Bunting, Hampton City Manager

Staff Members Present:

Eric Reynolds, Assistant Attorney General, Office of the Attorney General
Susan Cumbia Clare, Executive Director, Office of Comprehensive Services (OCS)
Stacie Fisher, Program Consultant, OCS
Marsha Mucha, Administrative Staff Assistant, OCS

Call to Order and Approval of Minutes

Secretary Hazel called the meeting to order at 9:35 a.m. A quorum was present. Secretary Hazel reported that Senator Edwards had made a request of the SEC that he be allowed to participate in today's meeting via phone call. He is not able to attend in person because of business in Roanoke and, if approved by the Council, will be participating from his office in Roanoke. A motion was made by Michael Farley, seconded by Greg Peters and carried granting Senator Edwards' request to attend today's SEC meeting via phone call.

Secretary Hazel updated members on Virginia's implementation of the Affordable Care Act (ACA) effective October 1, 2013. He asked that the on-line benefit application system (CommonHelp) be avoided if at all possible during the first two weeks of implementation.

October 1, 2013 is also the date Virginians can begin comparing and purchasing insurance through the health insurance marketplace for coverage beginning January 1, 2014.

Secretary Hazel asked Margaret Schultze to provide a brief update on the adoption initiative, Virginia Adopts. Mrs. Schultze reported that since January more than 800 foster care children have been matched with or adopted by families. The goal is to find 1,000 adoptive families to match with 1,000 foster care children during 2013. Karin Addison reported that an adoption event is scheduled to be held on November 16, 2013 at the Science Museum of Virginia.

Secretary Hazel mentioned potential stakeholder interest in reverting CSA match rates back to the 2006 – 2007 level has been brought to his attention. If this were to be done, 89 localities would end up with higher match rates.

The minutes of the July 31, 2013 meeting were approved on a motion by Patricia O'Bannon, seconded by Martin Nohe and carried.

Executive Director's Report

Susan Clare reported on the following items:

- Scott Reiner will join OCS as Assistant Director on September 25, 2013. Mr. Reiner has an extensive background serving at-risk youth primarily within the field of juvenile justice. He has extensive experience with program evaluation, monitoring, and improvement. He has a lengthy history with CSA serving on SLAT, participating in workgroups and major initiatives including development of the Virginia CANS and Children's Services Systems Transformation. Mr. Reiner's focus as Assistant Director will be advancing systems of care statewide.
- SAS recently demonstrated the data integration and analysis system prototype for OCS. Report development is in the final stages and adjustment/improvements have been identified. A demonstration version, with personally identifiable information masked, is in development and will be delivered within the next month. Final delivery of the system to OCS is on target for November 30, 2013. A SAS demonstration will be arranged for state staff before the final product is delivered.

The first submissions of local data files to be submitted on a quarterly basis are due October 15, 2013. The integrity of data analysis will be dependent upon submission of data from 100% of localities in a timely manner. The greatest burden of submission will be for those LDSS offices that have never before entered Title IV-E cases into an on-line system. Martin Nohe suggested that localities probably have some employees that are very good at data entry and perhaps those employees could be reassigned in the short term to meet the initial data entry timeline.

Workgroups will be needed to standardize data elements and to identify functional processes for receipt and use of data.

During discussion, Secretary Hazel noted that as part of the next steps the SEC will need to identify benchmarks that will acknowledge high performers and allow localities room for innovation and improvement. Localities should be encouraged to share best practices.

Public Comment

There was no public comment.

SLAT Report

Victor Evans, SLAT Chair, highlighted the following SLAT activities:

- SLAT has two new primary members representing schools and parents. Also, SLAT will be anticipating a new primary appointment from DJJ, since Scott Reiner is joining OCS.
- SLAT is involved in three major activities:
 - being a resource for and supporting systems of care
 - supporting improvement of OCS training activities by gathering feedback from SLAT members on training needs and assisting OCS with curriculum development
- SLAT continues to address the SEC's Strategic Plan strategies assigned by the SEC. SLAT is focused on policies that govern use of funds and has received detailed presentations from DJJ, OCS, DBHDS and DMAS. At the October SLAT meeting, presentations will be made by DOE and VDSS. Janet Lung and Pam Fisher from DBHDS have coordinated these discussions and are using the information gleaned to coordinate with the SAMHSA grant requirement for development of a fiscal plan for system of care.
- Next SLAT meeting is October 3, 2013.

Report from the CSA Service Names and Definitions Workgroup

Lesley Abashian, the Loudoun County CSA Coordinator and member of the workgroup reported. She also introduced several workgroup members in attendance. Four meetings of the Workgroup were held between June 10 and August 16, 2013.

Beginning in 2013 OCS began collecting client-specific service data to enhance analysis and reporting regarding the services provided to children, youth, and families under CSA. Through a proof of concept project in which these data were collected for seven localities, more than 4,000 service names were reported. The extreme number was due in part to the wide variation in service naming across the localities participating in the project. The project highlighted the need to standardize service names across the state to achieve data integrity. As a result of those findings, the SEC approved the charter to create a workgroup to establish a list of standard service names with brief service descriptions.

The initial draft of "Service Names and Definitions" represents the recommendations of the workgroup approved through consensus. The workgroup remains consistent with its belief that the service names and definitions will not remove or reduce a locality's flexibility to create and provide new services.

This draft consolidates definitions for services that are being provided across the state. Established definitions from multiple stakeholders were collected in order to not replicate or redefine a service that exists in practice. Additional service names have been identified but not yet reviewed for inclusion in the draft document.

The workgroup has acknowledged significant challenges in defining services and reviewing working documents from multiple sources. Such challenges include:

- The magnitude and complexity of the task will require a continuation of work beyond this report to the SEC.
- There are pending changes to DMAS regulations which will impact relevant service definitions.
- The collection and analysis of service names and definitions from across multiple entities was a significant undertaking.
- The need to ensure that each service has a discrete definition so the service names cannot be confused or used interchangeably and to ensure clear distinction between services which require licensure and those which do not.

Recommendations

1. The workgroup should continue its work to ensure a comprehensive listing of service names and definitions. Additional members should be added to the workgroup as needed to ensure representation of all key stakeholders.
2. A timeline for local reporting utilizing standard service names will need to be determined following completion of the final service names document and in consultation with local government reporting entities.

During discussion Secretary Hazel noted that, while it is important to hold localities and providers accountable, there is the concern of over-licensing and being overly restrictive when defining services. Not every service needs to be licensed.

Review of Strategic Plan

Susan Clare asked SEC/SLAT members to divide up into three groups to review the progress on the goals and strategies of the SEC's Strategic Plan. The three goals are:

1. Support implementation of a unified system of care that ensures equal access to services for at risk youth across the Commonwealth.
2. Support informed decision making through utilization of data to improve child and family outcomes and public private performance in the provision of services to children and families.
3. Improving the operational effectiveness of CSA administration.

Goal One Review/Suggestions

Support implementation of a unified system of care that ensures equal access to services for at risk youth across the Commonwealth.

- Add the word "quality" to the goal to read "access to quality services"

- Strategy 1: Include additional strategies to include major initiatives: Magellan/DMAS; foster care children/managed care; systems of care. Include progress, challenges, impact, etc.
- Strategy 1: Provide provision for regular updates on major initiatives (including regular data update) to SEC through agenda item. From time-to-time provide update on service gaps.
- Strategy 3: Rewrite strategy. Identify strengths and how localities can assist/learn from each other.
- Include a strategy on licensing issues and how those issues impact systems of care. Also need to include benchmarks.
- Overall include more progress on implementation of systems of care.

Goal Two Review/Suggestions

Support informed decision making through utilization of data to improve child and family outcomes and public private performance in the provision of services to children and families.

- Strategy 1: Use data to determine the “right” cost of services.
- Strategy 1: Ensure VDSS participation and involvement and examine utilization of CANS for determination of enhanced maintenance, i.e., to use singular assessment tool.
- Strategy 1: Strategies for how to use data to inform service provision.
- Strategy 2: Continue to improve reporting.
- Strategy 3: Create common definitions.

Goal Three Review/Suggestions

Improving the operational effectiveness of CSA administration.

- Strategy 1: Focus audits on high-risk localities. Report the percentage of on-site audits/self-assessments.
- Strategy 1: Publish outcomes of audit. To what degree are the audits reported on the CSA website? Are audit findings being shared or used as learning tools?
- Strategy 2: What is the customer feedback? Are we engaging new audiences? Examine time effectiveness and using meetings that are already scheduled for educational opportunities.
- Strategy 3: Show “hits” on website. Solicit customer satisfaction.
- Strategy 6: Consider more one-on-one meetings between OCS executive director and directors of other child-serving agencies. Meetings would be more detailed and allow for information sharing on initiatives of mutual interest/impact. Meetings should be “old-fashioned” sit down meetings rather than arranged via web-technology.

Other Business

- Secretary Hazel reported that each Health and Human Resources agency has been asked to prepare an agency work plan based on the agency’s statutory requirements, performance management and strategic planning.
- Cindi Jones reported that a smooth transition is anticipated for the December 1, 2013 conversion to Magellan (BHSA). Also the process of transitioning all foster care and

adoptive children to managed care has begun. Tidewater was transitioned on September 1. The rest of the timeline is: Central Virginia, November 1; Northern Virginia, December 1 with the rest of the state following in spring 2014.

- Secretary Hazel reported on the possibility of creating a licensing and accreditation multi-user database to facilitate easier access to licensing information and to decrease duplication of effort.

Adjournment

Lelia Hopper reported that a Best Practices Court would be held December 11 and 12, 2013 in Roanoke. She noted that this would be a great opportunity to report on the data integration project and the Systems of Care grant.

There being no further business the meeting was adjourned at 11:50 a.m.