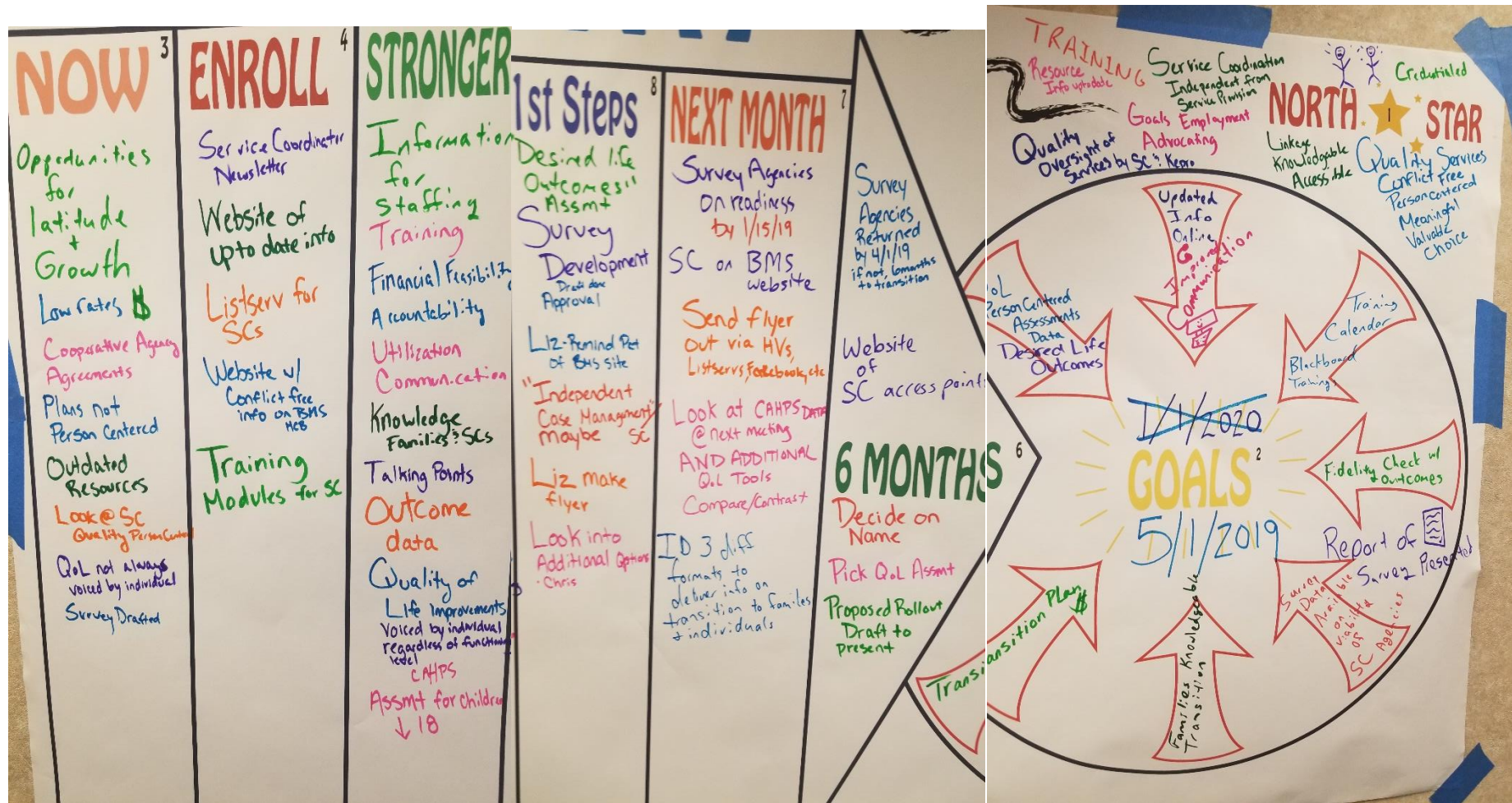


WV Service Coordination Conflict of Interest PATH



Dream – North Star:

- SCs will be knowledgeable, accessible, and provide linkage. They will advocate for their clients goals and employment opportunities.
- SCs will be credentialed and receive training on existing and upcoming resources and how to get up to date information
- There will be quality oversight of services by SCs and Kepro
- Service coordination will be independent from the service provider. Quality services will be conflict free, person centered, meaningful, valuable and choice focused.

Goals by May 1st 2019:

- We will have quality of life (desired life outcomes) person centered assessment data
 - Fidelity checks that outcomes are met
- We will have up to date information online and improved communication
- There will be a training calendar with blackboard trainings that people can access online
- The survey data will be available of the viability of waiver agencies ability to provide service coordination
- Families will be knowledgeable about the upcoming transition
- The transition for SCs and agencies will take into consideration the pay disruption such as a different funding stream or different benefits than a former employer.

Now (11-15-18):

- We have a great opportunity for latitude and growth
- The reimbursement rates are low when the non-billable hours to ensure quality service and employee overhead such as benefits are factored. Reimbursement rates for all case management waivers needs to be looked at to ensure financial sustainability for an agency.
- Agencies have some established cooperative agency agreements for direct services and are proposing to handle each other's service coordination
- Plans are not person centered
- Outdated resource lists and it is hard to find resources
- Look at SC service quality in regards to current ability to develop person centered plans
- The person's quality of life is not always voiced by the individual. Some people don't have reliable natural advocates or the family view can be different from the individual's perspective.
- The survey to agencies is drafted – Go Liz!

Enroll:

- SC Newsletter to distribute information/updates
- Website of up to date resources
- Listserv for SCs
- Website with conflict free info on BMS and the CMS guidelines
- Training modules for SCs on each waiver (possibly partnering with the CED)

Stronger:

- Information for Staffing
- Training
- Financial Feasibility and Accountability
- Utilization Communication – All team members have access to Care Connection regardless of agency
- Knowledge for families and SCs on resources
- Having ongoing talking points to stay up to date with access for SCs and families
- Outcome Data
 - Look at CAHPS data as a baseline
 - CAHPS data for people under 18

- Quality of life improvements voiced by the individual regardless of functioning level – service providers knowledgeable on how to converse with people who have limited communication and/or non-verbal.

PLAN OF ACTION (times shortened for 6 month goals)

1st Steps:

- “Desired Life Outcomes” Assessment
 - Research these to find good outcome measures
 - Possibly call quality of life ‘desired life outcomes’ instead
- Survey draft needs reviewed/approved
- Liz remind Pat to put info on BMS site
- Call Service Coordination – “Case Management” or possible “Independent Case Management”
 - A consistent name of service between all waivers that encompasses role without making people feel negative connotations of “being managed”
- Liz will make a flyer for the information for SCs and families about the transition and provide it in a digital form
- Chris Chritzer will look into additional options for ‘desired life outcome’ assessment

2-3 months:

- Start surveying agencies on readiness by 1-15-19
- SC information on BMS website including talking points/policy updates/resource guide
- Send flyer out via home visits, listservs, facebook, etc.
- Look at CAHPS data at the next meeting in December and any additional desired life outcome tools
 - Compare and contrast
- ID 3 different formats to deliver info on transition to families and individuals

4-5 months:

- The survey for agencies will have a deadline of 4-1-18
 - If not returned, they will have 6 months to transition
- Website of SC access points will be developed
- Decide on name for SCs that conveys independent case management
- Pick a Quality of Life/Desired Life Outcome assessment as an outcome measure
- Draft of proposed rollout to present

WVCOI'S PATH

NOW	ENROLL	STRONGER	1st Steps	NEXT MONTH
<ul style="list-style-type: none"> Organize for Health & Growth Law Center Executive Paper Plan for Human Capital Substantive Requirements Look for Quality Deliverables Success 	<ul style="list-style-type: none"> Sign up Website Website Website Website Website Website Website Website Website Website Website 	<ul style="list-style-type: none"> Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify 	<ul style="list-style-type: none"> Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify 	<ul style="list-style-type: none"> Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify Identify

GOALS
5/1/2019

6 MONTHS

NORTH STAR

Quality & Quantity
 Service Excellence
 Customer Satisfaction
 Growth
 Learning
 Innovation
 Compliance