

# Case Management Services

## Steering Committee

July 21, 2009

### Minutes

#### Attendees:

Phillip Hardin	Susan Osborne	Robert Williams	John Rouse	Carol Tant
Dennis Williams	Joe Holliday	Deborah Carroll	Michael Howard	Jennifer Brest
Thomas George	Vivian Leon	Nancy Warren	Fred Waddle	Kevin Kelley
Christina Carter	Kelly Crosbie	Catherine Goldsmith	Susan Johnson	Jennifer Cockerham
Chris Collins	Suzanne Merrill	David Richard	Bob Hedrick	Amy Smiley
Patti Forest	Stella Bazemore	Jim Jarrard	Tara Larson	Debbie Pittard
Tom Bridges	Sam Bowman	Jane Clay	Ila Davis	

#### Minutes

Tara Larson, DMA's Chief Clinical Operating Officer, led the meeting.

Tara informed committee members that as of Friday night the General Assembly had reduced the case management figures to \$41,029,684 for this year and \$72,907,230 for the second year.

#### Steering Committee Membership

The stakeholders have voiced a strong recommendation that DMA ensure the Steering Committee contains a broad representation to include: people who deliver the services, consumers, urban and rural areas, and diversity. The committee decided that each Division would take responsibility to add a consumer and a front line case manager to the group. They are to provide the names to DMA by Thursday.

Also, the Divisions are looking for funds to reimburse consumers for their travel expenses.

#### Goals and Outcomes

These are the talking points regarding this project. Everyone was asked if they agreed with them or saw any changes needed. (See the *Goals and Objectives* handout on the DMA website.) Discussion followed. Suggestions for changes are to be sent to DMA by close of business Thursday. Any changes will be posted to the DMA website.

#### Definitions/Terms

There was discussion regarding various terms used by different agencies and the need for consistency. CMS has provided the definition of case management and care management. It includes: assessment, care planning, referring/linking, and monitoring. There was discussion that care management is the high level and case management functions support care management for the person being served.

DMA will chair a subcommittee whose charge is to bring to the next meeting a recommendation for the definition of case management and care management. It is to include care coordination, specialty case management and the functions of each.

#### Case Management Models

The DMA Project team has brainstormed various potential models which were presented to the group. These were presented to the group as information. (See *Case Management Models* handout on the DMA website.) Further discussion will be held at future meetings regarding

	<p>other potential models and to determine which model would be best for achieving the agreed upon goals and objectives.</p> <p>Committee members felt it would be helpful for each Division to present a 10-15 minute presentation on case management in their program areas. It should show how/where a client accesses the services, functions the case manager performs, and how a client exits the service. Handouts were also requested.</p>	
<b>Assignments</b>	<ul style="list-style-type: none"> <li>▪ By July 23 each Division to provide DMA a consumer and case manager to serve on the Committee</li> <li>▪ By July 23, each Division to provide recommended wording for any changes to the Goals and Outcomes.</li> <li>▪ By July 24, each Division is to provide Kelly Crosbie with a representative to work on the Definitions subcommittee.</li> </ul>	
<b>Next Meeting and Agenda</b>	<p>August 5, 2009 9:00-12:00 Room 297 Kirby Conference Line 919-733-2429</p>	<p><b>AUGUST 5 AGENDA</b></p> <ul style="list-style-type: none"> <li>▪ 10-15 minute Division presentations</li> <li>▪ Care/Case Management Subcommittee Deliverable</li> <li>▪ Revised budget and duplication data</li> </ul>