

Case Management Services

Steering Committee

August 26, 2009

Minutes

Attendees:

Sam Bowman Fuhrman	Kenny Burrow	Christina Carter	Jane Clay	Jennifer Cockerman
Kelly Crosbie	Susan Davis	Patti Forest	Norman Foster	Michael Howard
Jim Jarrard	Susan Johnson	Kevin Kelley	Jan Moxley for Sabrena Lea	Vivian Leon
Lea Anne McTavish	Suzanne Merrill	Rene Morrison	Susan Osborne	Dave Richard
Amy Smiley	Nancy Warren	Adeline Williams	Eric Zechman	Stella Bazemore
Thomas George	Julie Sinclair	Laurie Finn for Alene Watson	Lisa Poteat	Julia Simmons
Richard Anderson for Bob Hedrick	Peggy Balak	Starlene Scott Robbins	Beverly Bell	Amanda Williams
Donna Marple	Jane Harris	Harnese Barrett	Angela Holcomb	Lisa Moore
Craig Gray	Chris Collins	Debbie Pittard		

Minutes	<p>Tara Larson, DMA's Chief Clinical Operating Officer, led the meeting.</p> <p>Highlight Previous Information Discussed previous work that has involved recommendations for changes to case management. In 2003, the legislature requested a plan for a reduction in case management expenditures. This report was handed out to the committee.</p> <p>Also the NC Institute of Medicine Task Force on Transitions for People with Developmental Disabilities May 2009 report recommendations included improving the quality and accountability of case management. This report also was handed out to committee members.</p> <p>Focus Group Feedback The work of the Steering Committee was presented to a focus group of parents and consumer for their feedback. This feedback will be compiled, de-identified, and sent out to the committee.</p> <p>The committee at this time began discussing whether the agencies believe they have consensus and acceptance of the work that has been accomplished and the direction we are moving. There are a lot of questions in the field regarding the details of the model and specialized case management. There was feeling that we had reached consensus on the definition but not the details of implementing.</p> <p>Competencies Subcommittee provided a report on their discussions regarding the case manager qualifications. Handout provided. Handout reviewed and discussion followed regarding tiered management system, degreed versus non degreed, experience needed, scoring systems based on need, rates based on tiers, and whether to require certifications and accreditations. Committee members are to send to DMA anything they believe needs to be added to the qualifications handout.</p>
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	<p>Forms The following objectives of the forms subcommittee were given:</p> <ul style="list-style-type: none"> ➤ First gather all state mandated forms from each Division ➤ Second – determine elements that are common and different ➤ Third – Determine how to consolidate and simply forms to meet the program needs and the case management goals. <p>DMA got a contact person from each Division at the end of the meeting and will send them instructions for how to submit the forms.</p> <p>Data Subcommittee met to discuss data that is collected by various agencies. The subcommittee had a difficult time identifying what data was being requested. Tara discussed with the committee that all data reporting needs to be identified. This is not just case management data. The data is needed so that we can determine whether any of it can be leveraged for the generic case manager.</p>	
<p>Assignments</p>	<ul style="list-style-type: none"> ▪ Due to Thomas George by COB, Friday, August 28 – All forms that are State mandated. ▪ Due to Debbie Pittard by noon, Monday, August 31 – Any knowledge, experience and skills you think the provider and his staff should have to provide case management ▪ Due to Debbie Pittard by noon, Tuesday September 1—Data being collected. 	
<p>Parking Lot</p>	<ul style="list-style-type: none"> ▪ Quality of case manager ▪ Provider requirements ▪ Family education ▪ Rule modifications ▪ Specialty case management ▪ What does person centered look like for case management? ▪ Which services will require National Accreditation or National Standards of Care ▪ Review of data that is currently being collected. ▪ Staff qualifications – degreed vs. nondegreed ▪ Different tracks to achieve desired outcomes ▪ What does it take to get into a program? ▪ Determine definition of assessment and is it screening, evaluating, etc? 	
<p>Next Meeting and Agenda</p>	<p>September 2, 2009 2:00-5:00 Room 297 Kirby Conference Line TBD (will send with agenda)</p>	<p>September 2 AGENDA</p> <ul style="list-style-type: none"> ▪ Knowledge, Skills, and Abilities for Case Manager ▪ Data discussion ▪ Specialty Care Management