

**YCC/CCO Supervisor Development Meeting
September 29th, 2021 (10:30am – 12:00pm)**

Attendees: Candice Adams, Angela Gray, Caroline Jones, James, JoAnn “JB” Baxley, Joana Joasil, Dawn Johns, Haley Rizkallah, Karen Duffy, Jennifer Wolsin, Jessica Jeffers, Kimberly Cobb, Ronni Nunez, Tawnya Hurley, Tonya Kline, Wade McLaughlin, Lindsey Weekley, Jordy Yarnell, Nancy Lever, Cindy Schaeffer, Caitlyn McNulty

Goals of CCO Youth Care Coordinator Supervisor Meetings:

- *To provide support to supervisors as has been requested, offering a forum for sharing of successes and challenges and brainstorming how to best meet the needs of supervisees*
- *Inform needed technical assistance and training needs for supervisors and youth care coordinators*

I. **Welcome** (*Nancy Lever, UMB*)

- a. Introductions – Name, CCO affiliation, Connector Activity
- b. Updates to supervisor’s list (see accompanying document)
- c. Announcements from the field – e.g., accomplishments, hiring updates, etc.
- d. YCC Website: <http://bit.ly/Youth-Care-Coordination>

II. **Customized Goods and Services (CGS) Presentation** (*Candice Adams, BHA; Karen Duffy, MCF*)

Candice Adams, BHA

- Client → CCO → Maryland Coalition of Families (MCF)/ → CFT → BHA/CAYAS Family Peer Support Specialists (FPSS)
- [CGS Request Form](#) uploaded to website
- Customized Goods and Services are accessible for youth enrolled in TCM, 1915i and TCM Plus
 - Intended to offer additional support, driven by choices made by the young person with the support of their family
 - Not synonymous with flexible funds
 - Used for reasonable and necessary costs
 - Necessary-determined to improve outcomes or remediate a particular or specific need
- Unallowable costs include bad debts, defense and prosecution in criminal and civil proceedings, goods or services for personal use, fines and penalties, or any goods that create a safety risk
 - Only for sources that cannot be covered by other sources, required to reach out to two other funding sources before requesting (need to have documentation of this request)
- CCO will collaborate with client and FPSS
 - Will then develop a CGS request, will be approved or denied and sent to BHA
- Checks not issued to families, goods and services will be purchased or reimbursed by Maryland Coalition of Families as fiduciary
 - Goods: MCF will purchase goods and deliver to identified location

- FPSS will obtain signature indicating that good was received
- Services: Services providers will submit proof of services with invoice and W9
 - MCF will reimburse

Karen Duffy, MCF

- Goal is to ensure that young people and family has access to what they need

Haley Rizkallah, MCF, hrizkallah@mdcoalition.org

- CCO supervisor/FPSS write request and submit requests to cgsrequests@mdcoalition.org
- **CGS Process**
 - **Step 1:** CFT meeting, therapeutic goals discussed
 - If a specific item would help youth to achieve goals and cannot be acquired through other means, a CGS request can be initiated
 - Care coordinator drafts Plan of Care (POC) to support request
 - **Step 2:** CGS Request, informed by POC and includes all documentation
 - FPSS uses information from the CFT and the POC to draft CGS
 - Clearly state how item/service will be used to support youth's therapeutic goals
 - Indicates that request was youth-driven
 - If service, an invoice and W-9 are needed
 - **Step 3:** Program Coordinator Review, ensures request is received and includes all information
 - Program Coordinator then submits to BHA
 - **Step 4:** BHA Review and Decision
 - Reviews request to determine how it aligns with program guidelines and how request seeks to support youth's therapeutic goals
 - **Step 5:** Purchase, including all documentation
 - Note if something can be paid for over the phone using credit card. Checks tend to take longer
 - Payment will not be issued directly to the family
- CGS funds cannot be used to pay for goods and services for personal use (not related to therapeutic goals, that present a safety risk, that reimburse families or vendors for already purchased items, or that can be funded by other sources.
 - Creative alternatives are necessary (membership to YMCA instead of installing a pool, etc.)
- CGS funding is a finite amount of money each year
 - Requests will cease until the next fiscal year once allocated funds are spent
- If there is a registration process associated with request, ensure that all information accompanies documentation
 - CGS cannot cover memberships that involve a recurring, monthly payment
 - Contact and document two attempts for funding from agencies and charities. Family attempts to fund do not count as an attempt.
 - [Tip sheet](#) added to the website under YCC Tools and Resources for additional assistance
- **MCF prefers information submitted 1 month before start date for services**
- Consider the sustainability of the request

- Ex. transportation to any lessons or WIFI for use of laptop
- Most common are things like equine therapy, tutoring, fidget toys
 - **Possibly creating a document that lists ideas, creative alternatives** to things such as pools and trampolines that are not able to be approved

III. Updates and Questions (*Lindsey Weekley, accompanied by BHA and Angela Gray*)

a. Update on TCM Plus Numbers (*Candice Adams, BHA*)

i. 0 youth awaiting placement

ii. **Enrollment Data**

CCO	Active	Waiting List
Advantage Psychiatric Services	4	0
Burlington United Methodist	0	0
Center for Children	29	0
Empowering Minds Resources Center	9	0
Hope Health Systems	5	0
Optimum	0	0
Potomac Case Management	7	0
Volunteers of America	2	0
Wraparound MD	17	0
Total	73	0

iii. 7 expected discharges in November

b. Updated Medicaid Referral Forms (*BHA*)

i. No changes, waiting to hear from Medicaid partners

c. CANS Training Update (*BHA & Angela Gray*)

i. Cap of 25 people per training, prioritize training for individuals struggling to pass rather than people who are looking for additional knowledge

ii. Training is the same for initial and recertifying staff

iii. Staff will still need to take the online test, trainers will provide assistance to help care coordinators be prepared when they take the exam

1. Test should be taken immediately after the training

iv. Two trainings in October (will be announced), then every other month

1. More could be added if need is expressed

v. Will be virtual

1. Interactive to ensure that participants are engaged and learning

d. Updated Reportable Events form is available on the YCC website

i. This is for use with TCM and 1915i

e. Updated change related to fingerprinting and who, from where, and how often background checks need to be done

i. BHA will discuss with Medicaid how often background checks need to be renewed for current employees

ii. Seem to be yearly according to audit tools

- iii. More information and clarification will be shared with the group
 - f. For those leaving long-term care, the swap to 1915i is not seamless
 - i. Leaving some programs without payment
 - *Points of contact should assistance be required to address barriers in discontinuing a Long-Term Care (LCT) Insurance span (e.g., for youth leaving RTC and resuming home & community-based services):*
 - Division of Eligibility Waiver Services – Child & Developmentally Disabled
 - Jackie Dunphy: Chief, Jackie.dunphy@maryland.gov, 410-767-4828
 - Sonji Douglas: Medical Care Program Supervisor, sonji.douglas@maryland.gov, 410-767-3139
 - Peterson Nyamboga (pronounced Yamboga, the N is silent): Peterson.nyamboga@maryland.gov, 410-767-3976
- IV. Bi-Annual Training Report Updates (Jordy Yarnell, Caitlyn McNulty, UMB)**
- a. Training reports for YCC online trainings have been updated and sent
- V. Supervisors’ Outreach Segment (SOS) Peer Support (Cindy Schaeffer, UMB)**
- a. Possible topics: Start of school; Reflections on CGS Presentation; CGS Success Stories
- VI. Next meeting: December 1st, 2021; 10:30a – 12:00p**

Video Conference Link:

<https://umaryland.zoom.us/j/99227912538?pwd=Y1h3UDZTbGE2UEJRUFJnFIMXRjUT09>

Meeting ID: 992 2791 2538

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