

Care Coordinator Supervisors Meeting Minutes, 3/18/2020 | Zoom Video Conference

Attendees: Rhonda Alkire, Zina Delancey, Jennifer Wolsin, Tawnya Hurley, Samyia Jackson, Dawn Johns, Jeri Jones, Ronni Nunez, Chalarra Sessoms, Tasha Walls, Brandee Johnson, Candice Adams, Angela Gray, Caroline Jones, Lindsey Weekley, Nancy Lever, Cindy Schaeffer, Jordy Yarnell

1. Candice Adams (BHA) shared that she is serving as the acting TCM / 1915i coordinator, and that all inquires and requests should be directed to herself (Candice Adams) or Caroline Jones.
2. Hilltop has been identified as the agency which is completing independent assessment for 1915b/i. Selected agencies will be contacted to participate in interviews and share documents, some already have completed these requests. The completed assessment will be submitted to CMS, who will then provide approval by June 2020 to continue TCM services.
3. TCM Plus enrollment reports are to be sent to both Candice Jones and Angela Gray.
 - a. It is critical to submit monthly TCM Plus reports on time (by the 30th of every month).
 - i. Reports that are not submitted on time risk non-payment.
 - ii. Invoices will not be paid until monthly reports are received.
 - b. Reports must be submitted even if there are no active clients receiving TCM Plus
 - i. Reports are critical to keeping slots filled and keeping services available
 - c. The TCM Plus Guidance Document was created in partnership with BHA, the CCOs and the University of Maryland to support the enrollment process.
 - d. Customized goods and services requests must be **youth serving AND therapeutic in nature.**
 - i. Personal items (e.g. furniture) cannot be justified in most cases
 - ii. No social activities will be approved during the COVID-19 pandemic
 - iii. No promises should be made about the fulfillment of customized service requests
 - iv. Requests should be customized, previous requests should not be cut and pasted
4. Lindsey reviewed the 1915i child and adolescent contact list of individuals at Optum. These will be added to the website.
5. Tele-health and TCM
 - a. Candice will share information about how to proceed with billing ASAP.
 - b. Families are beginning to refuse in home services due to COVID-19 contagion concerns.
6. YCC Supervisors request to receive an e-mail if services have been approved or denied
 - a. For denial of services, it is requested that additional tasks are provided to result in approval
7. MCF support currently requires requesters to also need peer support
 - a. Some requestors only need customized goods and services, not peer support
8. BHA Annual Child Mental Health Conference is CANCELLED for this year due to COVID-19
9. Bi-yearly training module reports – Jordy distributed these late February to all YCC Supervisors
 - a. A document outlining training requirements is currently under review by BHA.

10. Exemplar chart components still needed (even if non-traditional):
 - a. Family Stories
 - b. Family Timelines
 - c. Any assessment tools used to gather the above

11. Website in-development
 - a. <http://bit.ly/Youth-Care-Coordination>
 - b. Website hosts the most up-to-date and formally approved:
 - i. Frequently used documents,
 - ii. Guides,
 - iii. Contact information
 - iv. Resources
 - c. YCCSupport@som.umaryland.edu serves as the unified e-mail for support requests
 - d. Please send requests for new sections/updates/resources

12. Supervisor Outreach and Support (SOS) – Goal for this repeating segment is to provide an opportunity for CC supervisors to talk with each other, share ideas and struggles, and get support from each other.

Biggest challenge right now: COVID-19 restrictions

 - a. Prioritizing families who need food
 - b. Maintaining connections to families through telephone support
 - c. Drop off documents to be completed at the door with no physical contact
 - d. Taking walks and using outdoors to maintain social distance might be an option
 - e. Staying calm, flexible, creative, and consistent is key

13. Potential Future Products:
 - a. Example customized goods and services requests that are appropriate and not appropriate
 - b. Development of an e-mail listserv to share information and seek support efficiently

14. Calendar invitations for our final meeting for the academic year has been sent out. Meeting location (Zoom or BHA Campus) TBD.
 - a. Wednesday, May 13th, 2020, 10:30am – 11:45am