

**YCC/CCO Supervisor Development Meeting**  
**June 2<sup>nd</sup>, 2021 (10:30am – 12:00pm)**

**Video Conference Link:**

<https://umaryland.zoom.us/j/91352568379?pwd=Nldtemw0SGtlYUpSKy9TSzhGMkRJZz09>

**Meeting ID:** 913 5256 8379      **Password:** 804115      **Phone:** +1-929-205-6099

**Attendance:** Khili Benston (for Kimberly Cobb); Ronni Nunez; Shannon Runk; Tawnya Hurley; Dawn Johns; Jeri Jones; Devorah Abrams; Heather Coudon; Lindsey Weekley; Natashalee Wong; Olu Fadesire; Wade McLaughlin; Jess Jeffers; Tonya Kline; Caroline Jones; Candice Adams; JoAnn Baxley; Nancy Lever; Cindy Schaeffer; Jordy Yarnell

**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, Role, Counties served, Summer Plans
    - i. Celebrating and Promoting Self Care
  - b. Updates to supervisors list (see accompanying document)
  - c. Announcements & Appreciations from the field – e.g., accomplishments, hiring updates, etc.
    - i. JoAnn’s first meeting with us!
  - d. YCC Online Resource Library (*Jordy Yarnell, UMB*)
    - i. <http://bit.ly/Youth-Care-Coordination>
- II. Updates and Questions (*Lindsey Weekley, accompanied by BHA and Angela Gray*)
  - a. Update on TCM Plus Numbers (*Candice Adams*)
    - i. 68 slots filled, 2 are waiting to be filled, a few more will become available, many on the waitlist
      1. New updates to CGS policies will be distributed prior to FY2021 (approx. October)
      2. BHA aims to improve communication with CCOs regarding updates to support implementation.
  - b. PRP and Care Coordination, Optum Provider Alert (03.01.2021; *Joana*)
    - i. Hopeful for an increase in both opportunities and feelings of being heard in regarding communicated concerns through regular communication with Optum
    - ii. Further discussion on the differences between PRP and Care Coordination
    - iii. Several CCOs shared issues with a delay in approvals
  - c. Optum Authorizations and Reimbursement
    - i. CCOs reported that there are issues with providers receiving approval notifications for 1915i services.
    - ii. Include all providers on referral e-mails.
    - iii. Make sure to inform and re-inform families of the services that they are receiving, so that they can better advocate for themselves and facilitate communication across agencies.
  - d. CANS Training Update (*Angela and Caroline*)

- i. Schedule for FY2021 trainings is currently being finalized. Harford County is organizing and sponsoring this training.

III. Website Updates (*Jordy Yarnell, UMB*)

- a. 1915i Reportable Events Form
- b. 1915i Respite Providers Directory (updated for Medicaid)
- c. 2021-22 Meeting Schedule

IV. Supervisors' Outreach Segment (SOS) Peer Support (*Cindy Schaeffer, UMB*)

**What have you found to be most helpful about the CCO Supervisor Meetings?**

- Community
  - Overcoming Challenges (e.g., COVID; Optum)
  - Celebrating Achievements
  - Processing issues and receiving feedback
  - Feeling connected to and supported by other professionals in the field
    - Learning we're not alone in our challenges, recognizing that difficulties are due to systemic issues rather than individual faults, and feeling validated in our concerns
- Access to BHA
  - Routine communication
  - A sense of relationship with helpful points of contact
- Agendas
  - Enjoy flexibility
  - Appreciate a clear agenda
  - Enjoy using videoconference (feel more comfortable and less intimidated to speak up vs. in person meetings)
- Staying updated to changes in policies and procedures impacting all agencies
- Clarification of confusing information
- Enhanced confidence that there will be support and follow-up regarding concerns

**How could the CCO meetings be improved?**

- Increase opportunities for smaller group discussions
- Could benefit from additional time spent focused on self-care
- Maintain videoconference meetings
  - 1-2x a year for in person as a possibility, travel is time-intensive
- Appreciate extra time to process with just CCO supervisors and UMB.

**What resources or technical assistance this year have been the most useful to you as a supervisor?**

- Routine meetings
- The YCC Website and Resource Library
  - Easy to use, wonderful for both new hires and seasoned YCCs
- Access to and improved communication with BHA
- Responsive, knowledgeable technical assistance provider with UMB

**What topics/new resources/technical assistance do you need?**

- Advertisement/awareness of training opportunities

- CANS Training
- CASSI Review & Training
- BHA's conference and other available/relevant training opportunities
- Transportation resources for families
- Customized trainings that are related to current events
- Advanced trainings for seasoned professionals (rather than re-taking original online trainings)
  - Suicide, Substance Use Prevention, Mental Health 201 (vs. 101)
- Resources addressing communication with schools for YCCs

**What ideas do you have for facilitating connection and promoting community across agencies?**

- A social activity (e.g., a lunch)
- More small-group breakouts
- A Listserv to facilitate communication related to concerns or challenges between meetings
- The current directory is helpful!
- Awareness of and attendance at trainings in different counties

**What would you like to see added to the website?**

- Reorganization
  - The current organization makes sense, but the amount of information is intimidating. Breaking down materials into more categories would be helpful.

a. Follow-up Feedback Survey (to be sent as a follow up from today's meeting)

V. Next meeting: August 4<sup>th</sup>, 2021

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