

## CCO Supervisor Development Meeting Minutes 5/13/2020 | Zoom Video Conference

**Attendees:** Rhonda Alkire, Zina Delancey, Tawnya Hurley, Samya Jackson, Dawn Johns, Jeri Jones, Ronni Nunez, Chalarra Sessoms, Tasha Walls, Shannon Runk, Candice Adams, Joana Joasil, Caroline Jones, Lindsey Weekley, Nancy Lever, Cindy Schaeffer, Taneisha Carter, Jordy Yarnell

- I. Updates and Questions (*Lindsey Weekley, accompanied by BHA*)
  - a. Welcome back, Joanna (now with BHA)!
  - b. YCC Training requirements now updated to include the CANS
  - c. Updated versions of monthly and bi-annual reports distributed via e-mail and soon available on the YCC Website.
    - i. Monthly reports are due the 30<sup>th</sup> of every month to Candice Adams and Angela Gray
    - ii. Bi-annual reports are due in June and December
    - iii. Tell Candice when families are no longer interested in TCM Plus services so that they can be taken off the waitlist
      1. Update monthly report as changes take place so that it is less work updating each month.
      2. Administrative assistants can help with tracking.
  - d. Level 3 Authorizations and 1915i
    - i. Review Lindsey's update document
    - ii. Make sure that the clients SSN and the intensive in-home provider that they selected are included in submission to Kristi Larson (Kristi.larson@optum.com)
    - iii. 1915b: The review of the document was resubmitted 5/12/2020, updates usually take approximately 30 days. BHA has the independent assessment through Hilltop and sent it to the Urban and Indigenous populations
  - e. Optum
    - i. BHA is reviewing and clarifying the interpretation of medical necessity criteria for PRP with Optum's administration.
    - ii. Requests for additional notifications to clinical leads and ASOs regarding changes in services and duplication of services.
    - iii. COVID-19 Impact
      1. Food security is a concern
      2. Much of treatment focus is on meeting educational goals
      3. Technological challenges in the more rural areas
        - a. Distributing technology to clients to facilitate service delivery
      4. Some clients are not comfortable with technology for telehealth
- II. YCC Online Resource Library <http://bit.ly/Youth-Care-Coordination>
  - a. This website hosts the most up-to-date and formally approved documents, guides, contact information, and resources. [YCCSupport@som.umaryland.edu](mailto:YCCSupport@som.umaryland.edu) serves as the unified e-mail for support requests.  
**Please send requests for new sections/updates/resources.**
- III. Supervisors' Outreach Segment (SOS) Peer Support
  - a. Adapting to tele-work and impacts of COVID-19
    - i. Using various video-conference platforms to hold sessions and team meetings
    - ii. Utilizing screen sharing to review documents and resources
    - iii. Families comfort with technology varies.
    - iv. Some organizations encourage YCCs to check in weekly or daily for families.
      1. Balance "nuisance" with compassion/presence
      2. How do we want to be remembered as an agency post COVID?
    - v. Supervisors should use warm handoff during crisis/abuse reporting (i.e. making the connection with the family).
    - vi. Difficulties with digital signatures and exploring different platforms
    - vii. Reviewing the crisis plans weekly.
    - viii. Some CCO Supervisors are developing trainings to support YCCs
- IV. Proposed 2020-2021 Schedule (10:30-11:45a; Location TBD; Calendar invites forthcoming):  
2020: August 12<sup>th</sup>, October 7<sup>th</sup>, December 2<sup>nd</sup>  
2021: February 3<sup>rd</sup>, April 7<sup>th</sup>, June 2<sup>nd</sup>