



COUNTY OF YOLO

Health and Human Services Agency

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Meeting Minutes

Date & Time:	Thursday, September 20, 2018 & 9:00-10:30am
Location:	HHS Bauer Building #1600 Thomson Room, 137 N Cottonwood Street, Woodland
Subject:	DMC Organized Delivery System – Substance Use Disorder Services
Organizer:	Ian Evans, LMFT Alcohol and Drug Administrator Yolo County Health & Human Services Agency
Attendees:	Ian Evans, Ann Margaret Armas, Eric Smith, Shannon Garza, Sara Gavin, Lori Thompson, Jorly T Jonney, Rich Elmore, Pam Sidhu, Mila Green, Sajana Budhathoki, Michael Joy, Marshall Stenson, Amara Pickens, Christina Andrade, Sanderson Robinson, Igee Amadsum, Katherine Barrett

1) Welcome and Intros: All

- Providers were advised that the SUD Meeting has been extended to an hour and half upon provider's request.

2) Program Updates and Announcements: All

- Fourth & Hope provided updates on new projects and policies:
 - California Tobacco Control Program funded through California Department of Public Health, implementation of a smoke free facility,
 - New Wellness program on smoking cessation and policies and provided updates around their efforts to move from a social to clinical model and current recruitment opportunities available.
 - In process of hiring new counselor
- CRR provided updates:
 - New CEO Ariel Lovett
 - Reported they passed the first level of Drug Medi-Cal approval process.

HHSa Updates:

- On October 31, 2018 from 8am -12pm, HHSa will be hosting an ASAM training provided by David Mee Lee. This training is a continuation of previous ASAM trainings and will include information about the ASAM training tool and any Barriers or Problems. The next scheduled trainings will be in February and May 2019. Attendees found to be more effective and more conversational/experiential than the previous training. Fourth and Hope are concerned about the difficulty of going to off-site trainings and would like to request a combined training. Heritage Oaks requested a training on how to complete the actual tool; specifically, the assessment and the scoring tools. SUD Administrator, Ian Evans reported that he has a conference call scheduled with LA County (as Yolo County is using their tool) to discuss the ASAM LOC determination tool for further guidance and clarification.
 - **Action Item HHSa follow-up:** Provide additional training to providers for implementation and administration of ASAM Tool
 - **Action item HHSa follow-up:** SUD Administrator, Ian Evans to provide update SUD meeting regarding response from LA County.
 - **Action item HHSa follow-up:** Develop a Policy and Procedure in how to determine Level of Care (LOC)
- Discussed changes in Quality Management roles; Katherine Barrett has moved into the Compliance Officer Role, Amy Leino will be the new Quality Management Clinical Supervisor and Pam Sidhu is the Senior Administration Analyst supervising the Quality Management Analysts.
- Discussed changes within HHSa Access; Mila Green is the new Access Manager. There is still a vacancy open for a Crisis Supervisor which is currently posted.
- HHSa is in process of hiring 2 new SUD Case Managers. The role of these Case Managers will be to provide community outreach and engagement.
- As a part of DMC-ODS Waiver, there are requirements to complete Treatment Perception Surveys (TPS). This is a 1 (one) page survey, which has been created by UCLA and consists of 14 questions. These surveys are separate from the Consumer Perceptions Survey's. Instructions will be sent out to all County contracted SUD providers by 9/24/2018. CRR would like clarification regarding how this needs to be completed if providers are contracted with multiple counties.
 - **Action Item HHSa follow-up:** HHSa will provide more clarification through the email distribution and instructions.

3) SUD Website Demonstration

- Ian Evans demonstrated the Yolo County HHSa SUD website ([https://www.yolocounty.org/health-human-services/substance-abuse/substance-use-disorder-services.](https://www.yolocounty.org/health-human-services/substance-abuse/substance-use-disorder-services)) The website has been updated to include the following information: Community Partners Information, Resources and Links, Meeting Agendas, Minutes, Sign-in

sheets, Links to documents, FAQ, Beneficiary Handbooks, Policies & Procedures, Beneficiary Protection and State Hearing Process. Providers requested that the Beneficiary Handbook be available in Yolo County threshold languages; Spanish and Russian and Large print. Providers were informed that a new Mental Health Substance Use Information Notice had been received from the state for updates to the Beneficiary Handbook.

Providers were also advised of the timeliness requirements of providing translated documents to clients (translation needs to be provided within 5 business days) and the importance of contacting Quality Management as soon as a non-threshold request is received

Action Item HHSA follow-up: **Update the website to include Beneficiary Handbook for Yolo County threshold languages.**

4) Residential Authorization Forms

- Guidance and feedback regarding Residential Authorizations were provided by HHSA Quality Management Clinician, Ann Margaret Armas. Ann Margaret provided handouts to define what is required on an authorization; in particular, providers need to document and include diagnosis, the diagnosing practitioner name and license, the ASAM criteria and the medical necessity form. Providers requested adding the Fax # and email address on the check list form and an instructional guide on how to complete the SUD Authorization Request Form.
 - **Action Item HHSA follow-up:** Add fax # and email address to check list form and provide instructional guide on how to complete authorization requests.

5) Common deficiencies findings reported by DHCS

- Ann Margaret Armas discussed common deficiencies as identified by DHCS. These included: providers not having involvement from Medical Directors on Policies and Procedures (Medical Directors are responsible for the development of Policy and Procedures and need to be actively involved in client care) , Proof of completing a minimum of five (5) hours of Continuing Medical Education credits (CME) related to addiction medicine each year, inaccurate level of care placements for Beneficiaries according to ASAM, diagnosis being determined by ineligible classifications e.g. Counselors are determining diagnosis.(Requirements are for an LPHA to provide diagnosis of the clients)
- Providers discussed concerns' regarding the Medical Director requirements and the costs associated with having a Medical Director. Fourth and Hope asked if any attendees have any Policy and Procedures they would be willing to share and if the county could provide templates or share any other county's policy and procedures. Ian Evans, advised providers that they should be tracking requirements that have created a burden which will aid us is negotiating with the state for future rate development. Providers wanted to know if a Medical Director could be shared across providers to reduce the burden.

- HHSA recommendation for SUD providers to reach out and collaborate with other providers on developing Medical Director Policies and Procedures
- **Action Item HHSA follow-up:** Provide feedback on whether providers can share a Medical Director.

6) Grievance Process

- Ann Margaret Armas discussed the requirements of filing a grievance and provided grievance process materials. A grievance form needs to be in the lobby, visible and available to clients and as part of the beneficiary handbook. Grievance definition is also provided in the handouts provided during today's meeting. A grievance is anything that sounds like a complaint, however, a grievance form is not required to be completed by the complainant. Complaints can be provided verbally or in written form. If a beneficiary or beneficiary representative wishes to file for a grievance the, provider can forward it to the County. However, grievances may be solved internally as well.
- A grievance can be filed at any time, by contacting the Yolo County ACCESS Line 888-965-6647, calling the grievance line 530-666-8788 (leave a voicemail if unable to reach a live person) or by sending an encrypted email to HHSAQualityManagement@yolocounty.org . Any Yolo County beneficiary or representative may contact the County Grievance line or Yolo County ACCESS Line 888-965-6647 to file a complaint or grievance.

7) Questions/Feedback: Everyone

- A Request was made to provide any postings to providers at the time of site certifications.
- CommuniCare clarified their walk-in access. Christina Andrade-Lemus is overseeing the walk in SUD access and Tegwin Millard oversees the Mental Health Navigation and Prop 47 access.
- Clarification was requested regarding whether a counselor can perform an ASAM. Providers were advised Counselors can complete the ASAM but any diagnosis needs to be completed by the LPHA.
- Providers shared concerns on meeting weekly clinical hour requirements for group counseling due to various reasons like when clients are sick, doctor appointment and wanted to know at what point is a discharge completed.
 - Ian Evans recommended documenting everything including all dates and the reasons as to why the clients are not able to meet the requirements. HHSA is awaiting additional guidance from the state.
- Progress House requested clarification about requirements for readmission in recovery services; is enrollment required again.
- Are NTP's required to complete brief screenings.
 - HHSA provided response that there is a requirement to complete the screenings.
- If a client needs to be moved from an outpatient to a residential facility, does this need to go through the access points?
 - HHSA provided response that if the client is engaged then there is no need to contact the access points. However, if the client has not been engaged with SUD services then the request needs to be made through the Access points.

- **Action item HHSA Follow up:** HHSA will follow-up with other counties like Riverside, LA, SF and State too to get clarification about requirements for readmission.