

Children's Long-Term Support (CLTS) Council Meeting Minutes
Wednesday, December 4, 2013
10:00 AM – 3:00 PM
La Quinta Inn and Suites
5217 East Terrace Drive
Madison, WI 53178

Council Members Present: Liz Hecht (Chairperson), Cheryl Berg, Shirin Cabraal, Hugh Davis, Charity Eleson, Sharon Fleischfresser, Darsell Johns, Barbara Katz, Walt Schalick, John Shaw, Melissa Stoltz, Julie Turkoske

Council Members Absent: Melanie Fralick, Sue Gilbertson, Lynn Green, Kirsten Menningen, Jeff Muse, Jodi Pelishek, Katie Sepnieski

DHS Council Staff: Julie Bryda, Lisa Kulow, Sue Larsen, Camille Rodriguez

1. Welcome and Introductions – Liz Hecht

- Review of Agenda
- Council Members and Department of Health Services (DHS) staff introduced themselves.

2. Division and Bureau Updates – Camille Rodriguez

- Camille Rodriguez, Interim Director of the Bureau of Long-Term Support (BLTS), shared her experience and role in the Bureau serving as the Section Chief of the Adult Services, overseeing the Adult Legacy Waivers, Money Follows the Person (MFP) and the National Core Indicators (NCI) Project, as well as her prior background in child protection and welfare.
- Secretary Kitty Rhoades has announced that some of her key initiative include:
 - Community-based youth employment
 - Dementia care
 - CLTS Redesign
 - Camille relayed the CLTS redesign will be an internal process; with an upcoming assessment to ensure children and families are the “North Star” and the focus of the Children’s Services programs. The Department wants to ensure the state program staff are fluent in the mission and vision of putting the needs of families and children first.
 - Details and timeline of the CLTS Redesign have not yet been conveyed.
 - Camille and Sue will conduct the internal CLTS redesign assessment; Council invited to provide guidance and suggestions on how to refocus on the children and families DHS supports.
- Council members inquired about whether the NCI data collection and tracking will expand to the CLTS Waivers. Camille confirmed the NCI data collection is currently for the adult waivers only and is in its second year; data results are not yet available and DHS would need to review and assess the overall results further before expanding.
- CompassWisconsin: Threshold expansion occurred in November 2013, and its benefits to families and county waiver agencies were discussed; Camille added that the Secretary has been briefed on the expansion and has made note of the benefits.
- Several bills have been introduced regarding autism treatment services; the bills are targeted to reducing the number of children who are waiting for services and to prioritize autism services for young children.
- Camille expressed the goal of the Division of Long Term Care and Secretary Rhoades is to collaborate and work together with stakeholders to focus on the needs of children and families. Council members raised the point of additional resources may be needed to accomplish this goal.

3. Council Updates – Liz Hecht

- Support Families—Strategic Planning
 - Council members reviewed and discussed the draft letter to Secretary Rhoades: Recommendations for Supporting Families through CLTS Redesign—Doable Strategies in the Next 18 Months.
 - The letter outlines the Council’s recommendations for advancing DHS systems change efforts to support families as they support their children; focus is on the following five areas of quality improvement:
 1. Access
 2. Choice
 3. Coordination
 4. Quality
 5. Financing
 - Council members discussed each area of quality improvement and recommended reorganizing the document based on key words and priorities:
 - Focus on Family “North Star” Outcomes
 - Rebalance System to be Equitable for all Children
 - Grow Self-Determination within CLTS Services
 - Improve Efficiency and Reduce Duplication of CLTS Services
 - Eliminate Resource Waste
 - Increase Employment for Young Adults with Long-Term Support Needs
 - Council to submit additional comments to Liz; revised letter to be submitted to Secretary Rhoades mid-December.
 - Council will request to meet with Secretary Rhoades regarding the CLTS redesign and recommendations.
 - Council members inquired about The Heart of the Matter interview results. The process, developed by John O’Brien and Lynn Breedlove, is still underway; over 300 interviews were held with interested parties, including county agency staff, providers, families, and other stakeholders. Results have not yet been reported to DHS; interviews are not a reflection on the CLTS Council redesign recommendations.

4. Approval of October 29, 2013, Meeting Minutes – Liz Hecht, Chairperson

- Council members noted two corrections to the minutes regarding the CompassWisconsin: Threshold expansion: Add Ozaukee County to current implementation; remove Vernon from added counties.
- Barbara K. made a motion to approve the October 29, 2013, meeting minutes with noted changes. Charity E. seconded the motion; motion carries.

5. Council Updates, continued

- Council Charge Discussion
 - The current Charge was developed by the Council in 2005. Members agreed the Council will review and update the Charge; then submit to Secretary Rhoades for review.
 - Council to develop brief, collective report highlighting Council accomplishments during Phases I and II to accompany Charge.
 - Further discussion regarding the Charge was tabled to the February 2014 meeting due to time constraints.
- Technology for Meeting Participation / Wisconsin Open Meetings Law
 - Wisconsin Open Meetings Law applies to communications among Council members outside of called meetings. To maintain compliance, Council may convene via teleconference and/or Adobe Connect with posted announcement and meeting space available to the public.
- Clarification of Medicaid Co-Payment Requirements

- Council members discussed the recent memo issued by DLTC Administrator Brian Shoup regarding Medicaid co-payments. The memo reinforces long-standing Medicaid co-payment policies for persons under age 18, which also applies to Medicaid Waiver programs.
 - Q: When private insurance pays for approved service, is the CLTS Waiver liable to pay the co-payments?
 - A: The provider cannot bill the Medicaid recipient for a co-pay amount. The CLTS Waiver is responsible to pay the cost of the approved service; but, if insurance paid an amount higher than the CLTS Waiver contracted amount, then the CLTS Waiver does not have to pay more.
 - Q: Can Family Support Program funding be used to cover the family's insurance co-pay or deductible?
 - A: The memo does not apply to the Family Support Program; this policy is related to Medicaid co-payments and deductibles for persons under age 18.
- Additional questions can be sent to the CLTS Team email box at DHSProviderRegistry@wisconsin.gov.
- Council suggested value in building on 2009 Family Survey as baseline to examine trends. The Council discussed implementing a tool biennially to evaluate progress on quality improvement. Suggested hosting presentations/conference calls, such as with NCI staff.
- Council to determine the survey goal, direction and questions. Following the Council's review of data from 2009 Family Survey and The Heart of the Matter interviews, will further discuss development of a survey and explore options.
- Budget Initiative: Council will develop budget proposal; recommendations to tie into what we know families need and want. Council suggested surveying families, including having a survey available at a Circles of Life conference and listening session, using Survey Monkey to reach families statewide, and the Sparks Grant as focus group in Milwaukee.

6. Children's Services Section (CSS) Updates & Quality Improvement Strategies – Sue Larsen

- Fall 2013 CLTS Regional Meeting Results
 - The CLTS Team held regional meetings with county waiver agencies and asked for input to help shape 2014 quality improvement activities. Counties were asked about the current communication format (teleconferences, regional meetings, workgroup meetings) regarding policies and procedure updates, and collaboration with DHS; CLTS staff want county input on efficient and effective strategies when holding teleconferences and regional meetings to ensure they are relevant and helpful. Additional meeting topics included:
 - Notice of adverse action and appeal rights.
 - Draft CLTS Waivers policy and procedure guide service sample.
 - Trauma Informed Care (TIC) approaches, and networking discussion regarding current county practices.
 - Proposed paradigm for training program for new county staff (as well as refresher training opportunities), including accessible web-based modules for service coordinators and supervisors, which will include policies, procedures in a layered approach and "North Star" values. Counties have also raised the need for similar training modules for financial managers, providers, and families.
 - New worker training would encompass all Children Services Section county-administered programs (CLTS Waivers, Birth to 3 Program, Family Support Program) with an overview of the Medicaid component, as well as values and personal strengths to help families through the process.
- County waiver agencies concerned with paperwork overload and requests for data; the Division is seeking county input on suggestions for streamlining workload.
 - Comprehensive web-based enterprise IT system would allow counties to enter their program data directly to DHS, to meet federal reporting requirements.

- The Department completes annual county record review process for the three CLTS Waivers. To meet federal performance benchmark requirements and ensure sample reliability for each waiver, the review consists of approximately 850-900 records.
- During 2013, a refined data gathering process was implemented through the use of the Select Survey process; DHS received prompt responses from county agencies (approximately two months to gather necessary data, rather than 8 months during 2012) and data is electronically synthesized by the system.
- The CLTS Waiver performance benchmarks are based on federal requirements, thus there is a regulatory focus; currently family feedback is not included.
- PROMISE Grant
 - Jessica Thompson, CLTS Youth and Transition lead is also leading the PROMISE grant enrollment.
 - Collaborative grant through U.S. Department of Health and Human Services, U.S. Department of Education and U.S. Department of Labor. Wisconsin is 1 of 6 sites in the nation that was awarded; Wisconsin will receive \$32.5 million in funds over five years.
 - Joint effort by Wisconsin Department of Health Services (DHS), Department of Children and Families (DCF), Department of Public Instruction (DPI) and Department of Workforce Development (DWD)/Division of Vocational Rehabilitation (DVR). DWD is the lead agency; UW-Stout is leading the state formative evaluation in partnership with UW-Madison; Mathematica Policy Research (MPR or Mathematica) is the Federal project evaluator.
 - Demonstration research project to compare how youth ages 14-16 years on Supplemental Security Income (SSI) and their family members are impacted by interventions; to help increase employment, education and income outcomes. The grant will provide wraparound services to the entire family.
 - Enrollment delayed from January 2014 to February 15, 2014; Wisconsin must enroll 2,000 youth in first two years of grant.
 - Outreach: SSI mailed letters to families; seeking opportunities to engage families.
 - Council members inquired whether additional resources would be issued to the Bureau or CSS. DWD administers PROMISE Grant funds; DHS has a contract for components including the data warehouse.

7. Wrap-Up

- Proposed Topics for Next Meeting
 - Review of Charge.
 - The Heart of the Matter interview results (invite Lynn Breedlove to provide the presentation), including results of the 2009 Family Survey 2009.
 - Family Survey from Disability Policy Partnership—survey is going out; may have results.
 - Update from Secretary Rhoades; invite Secretary Rhoades, Brian Shoup and Beth Wroblewski to February 2014 CLTS Council meeting.
 - CSS Quarterly Data Report (currently under development): New quarterly report will feature data from multiple systems across all CSS programs including statistics on program enrollment, waitlist, functional screen results, and fair hearings.
 - PROMISE Grant presentation from Jessica Thompson (tabled until April meeting; participants may be enrolled by then.)
- 2014 CLTS Council Meeting Schedule:
 - Increase meetings to 6 times per year: February, April, June, August, October, December.
- Happy Birthday wishes to Liz Hecht on December 5!

8. CLTS Council Meeting Adjournment

The Council meeting was adjourned at 2:54 PM.