

MINUTES

ASSET Administrative Team

November 29, 2017, 12:15 p.m.

United Way of Story County, 315 Clark Avenue

The Analysis of Social Services Evaluation Team (ASSET) Administrative Team met at 12:15 p.m. at United Way of Story County, 315 Clark Avenue with the following members present: Michelle Fullerton, Jean Kresse, Tim Lubinus, Brian Phillips, Deb Schildroth, and Karla Webb.

APPROVAL OF NOVEMBER 1, 2017 MINUTES

Moved by Fullerton and seconded by Schildroth to approve the November 1, 2017 minutes. Motion carried unanimously.

TREASURER'S REPORT

Treasurer Fullerton reported a balance of \$5,422.27. She noted that the printing costs were less this year, and the Global Reach bill for updating the website was recently paid.

NEW BUSINESS

YSS Re: Unit of Service Change (Andrew Allen at 12:30 p.m.) – Mr. Phillips said the outpatient behavioral health services offered by YSS (Outpatient Treatment and Health Maintenance) have “client hour” as the unit of service. He said there was \$50,000 from the City of Ames allocated toward outpatient treatment last year, and now that most patients are Medicaid, YSS is having trouble drawing down those funds. Mr. Phillips told the group that YSS is proposing changing the unit of service for those services from client hour to staff hour, which would enable YSS to claim reimbursement for time spent outside of the client receiving treatment (staff training, follow-up, etc.). Mr. Phillips said YSS would still be able to use the funding for clients that are not Medicaid eligible. He said because of the reporting on outcomes that has recently been implemented, he does feel this request could be considered.

Ms. Webb said the work outside of meeting with the clients is still being done on behalf of the clients. She said Mr. Allen could inform them what is being factored into the rate. Ms. Schildroth said this would affect Eyerly Ball and possibly LSI. Mr. Phillips said as an ASSET agency, the change would be very favorable. Mr. Lubinus said the hours that can be claimed would go up, as they would have better access to the funds. Ms. Schildroth said ASSET could be funding travel to training, training, outreach on behalf of the clients, etc. Mr. Allen had said they are using other internal funding for those efforts currently.

YSS CEO Andrew Allen, Prevention and Treatment Director Jason Haglund, and Clinical Director of Outpatient Services Kathy Dinges entered the meeting. Mr. Allen said Mr. Phillips, Mr. Haglund, and himself met about six weeks ago to discuss funding issues and the difficulty YSS is having accessing its funding because of the “client hour” unit of service. He said it was working fine about five years ago, but now that almost everyone has insurance it's much harder to draw down allocated funds. Mr. Allen said the need for outpatient therapy and services is great. The program loses a significant amount of money currently. Mr. Allen said they have implemented a plan that will hopefully decrease the loss. He told the group that YSS is the safety net provider for many low income children. Mr. Allen said of the children being served from January 1, 2016 through 2016, 80% were on Medicaid. He said the Medicaid rate does not pay YSS enough to cover costs, so for every client seen, they are losing money. The more

clients seen, the more money they lose. He said they are working on a business model that will help. Graphs were distributed to show how outpatient services are paid for. Mr. Allen said Mr. Haglund has assisted in growing the program to include 30 therapists and with Ms. Dinges in place as clinical director, staff productivity is even higher. He said that they are seeing an increase in units of service and that today 87% of clients are on Medicaid, and 13% are private pay. Mr. Allen said the hope would be that someday they can get this service to where it is making money. He said he is hopeful that ASSET will consider changing the unit of service from client hour to staff hour, which would allow YSS to bill for indirect time staff is spending on outpatient services such as collaboration with juvenile court, law enforcement, and other funders. He said they estimate 40% of time is spent directly with clients and 60% is spent doing things that cannot be billed for.

Ms. Hertz asked about charting time. Ms. Dinges said there are many interactions the therapists are engaging in with Department of Social Services and case management. She said they use evidence-based practices. For multi-dimensional family therapy, about two hours of prep work is needed for every hour that can be billed for. Mr. Allen said as a provider, they want the best for the clients and are willing to lose some money, but the grant money that they have used to subsidize that service is almost non-existent now. Ms. Kresse asked if some of the donor dollars are being used for this service. Mr. Allen said no. Ms. Dinges said options are being looked at. Mr. Haglund said they have a mental health block grant is used for staff training. There are grants being used for curriculum so those funds are not necessarily leveraged. Mr. Lubinus asked how many staff hours for each client hour. Mr. Haglund said some clients don't need additional staff time, and others need many additional staff hours to coordinate with police, other clients, etc. Mr. Allen said if a funder is paying for indirect services, this would be tracked very carefully.

Ms. Hertz said this request makes sense but feels there's danger in the indirect number growing. Mr. Allen said that thought is valid, and the large grant they had allowed them to not track as carefully as they are now, and will in the future. He said they would be committed to being diligent and they are continuing to work toward not losing money on this service. Mr. Allen said they have more overhead than private companies because they have to have staff that only does reporting on grants and other funding. Ms. Kresse said there are other agencies that would be affected by this change.

Ms. Webb said this concept has a much broader impact for the region because of the other counties. She asked if the Medicaid rate, in theory, is to cover direct and indirect work. Discussion ensued about the Medicaid rate being too low to cover cost. Mr. Haglund said YSS has a contracted rate. Mr. Lubinus wondered about YSS having a certain multiplier / max for indirect time per client. Mr. Haglund said it would be a reasonable request to see how this can be documented and provided to the funder. Mr. Phillips said there are a handful of services where ASSET funds staff hour and several that are billed for client hour. Mr. Phillips said they would still have to prove the output. He said for the services using client hour, every agency will have staff time. He also noted it's illegal for them to ask for funding above the Medicaid rate. Discussion ensued. Mr. Allen said YSS is the best at providing mental health services for children, and wants to ensure it can continue to be the best.

Ms. Hertz wondered about keeping the unit of service "client hour" and including indirect time. Ms. Schildroth said care coordination or service coordination definitions would be worth reading. Ms. Webb said if, in theory, all the indirect time should be included in the Medicaid rate, could ASSET be supplementing Medicaid. Mr. Haglund said the Medicaid rate is for the face-to-face time with the child, not training and other indirect activities. Mr. Haglund said the clients they are working with are the most complicated of the complicated, involving medication, IEP's, juvenile justice, DHS, the court

system, etc. so delivering services to each child is different depending on the dynamics.

Mr. Phillips said the definition of Resource Development could be an option, only it's in the Education panel. Ms. Webb mentioned Nursing/ Care Coordination. Mr. Haglund said Nursing/ Care Coordination is specific to telehealth. Ms. Schildroth said that was because Medicaid wasn't funding that service. Mr. Lubinus said it could be the administrative team's turn to look at how this would affect agencies, and look at service definitions to see what can be done.

Representatives of YSS left the meeting. Discussion ensued. Mr. Phillips said it's a problem that the money is locked up for a critical service, and he doesn't want to see YSS in a position where they would curtail the service or stop providing the service. Mr. Lubinus said finding a code that fits is a challenge. The group discussed calling it Service Coordination with an understanding that "client hour" isn't necessarily a client in the office. Ms. Schildroth said the administrative team needs to talk to other agencies, and wait to begin changes next July. Mr. Phillips said a short term process for YSS to draw down their funding this year could be determined. He said the City Council is usually willing to reallocate money that is locked up. Ms. Webb wondered if this is a concept she can gain region-wide support for. She said when she shared this request with the CICS CEO, her concern was that the region cannot balance bill the service. She said she would want another party to look at the proposed change.

It was discussed that bringing agencies around the table that would be affected could be helpful. Ms. Webb said she is concerned it could have a larger impact because of other Medicaid funded services. It was discussed that a smaller committee be formed to discuss possibilities for 18/19 and 17/18 for the currently allocated funds. Mr. Phillips will talk with Mr. Allen about how to draw down the funds that are locked up now.

Moved by Kresse and seconded by Schildroth to create a task force comprised of Ms. Schildroth, Mr. Phillips, and Ms. Webb to determine that this would not be supplementing Medicaid, and then look at what other agencies would be impacted by this change and allow them to have a voice in this process by April, 2018. Motion carried unanimously. This will again be discussed at the April meeting.

Story County Housing Trust Update – Ms. Schildroth said the meeting last week was canceled. It was rescheduled to yesterday, but she is unsure how the meeting went. She said she hopes to have an update soon regarding how the dollars will be moved to the agencies for distribution.

Draft ASSET Agenda – A food sign-up will be added to the agenda. Moved by Kresse and seconded by Phillips to approve the agenda with the food sign-up added. Motion carried unanimously.

OLD BUSINESS

Crestview Mobile Home Park Update – Ms. Webb said all applicants that have been working with Story County Community Services have left the park. She said some payments will still be going out for things like rent and utilities set-up. The next Board of Health meeting will be December 5, 2017. Ms. Schildroth said the owner is now supposed to clean up the park.

ADDITIONAL ITEMS/ CONCERNS

Ms. Kresse wondered if an update could be given on mental health crisis services. Ms. Webb said mobile crisis response will soon be starting by Eyerly Ball in the ten-county region. She said they are interviewing for the Program Manager position this week. The region is working with Foundation 2 out of Cedar Rapids, which answers the crisis line and has a mobile response team. Foundation 2 will be

training and consulting with Eyerly Ball on the development of a response team. Ms. Webb said the crisis line and mobile crisis response services will be open to anyone and once a team is dispatched, they will do follow-up within 24 hours and then up to 30 days. Eyerly Ball will be hiring two case managers to serve adults and one case manager to serve children, part time staff, and a program coordinator. Ms. Webb told the group that by spring of 2018 the program will be going. Ms. Webb said Eyerly Ball is looking to have stakeholder meetings, and meetings with law enforcement and other interested parties. Those meetings have not been set yet, but she hopes they will be scheduled soon.

Ms. Webb told the group that MGMC submitted a proposal to Story County and CICS to provide crisis stabilization residential services and transitional living services. These services will be provided at the group home on South Hazel Avenue that is currently being used by Optimae. Ms. Webb said the facility will contain eight beds. Story County gave Optimae notice to vacate as of May 1, 2018. Remodeling work will be done. Crisis stabilization is up to a five day service and the transitional living service will be offered on a 30/60/90 day model. Three beds will be for crisis stabilization, three beds will be for transitional living, and two beds will be flexible. Ms. Webb said the crisis stabilization residential services will need to meet requirements so the service can be MCO-funded, accredited by Department of Human Services (DHS), and Joint Commission. The target date for these services is July 1, 2018.

Eyerly Ball will also provide an Assertive Community Treatment (ACT) program beginning Spring/Summer 2018. This service will be a team concept where the team goes to the individual to provide the service. It will be Medicaid funded, but Eyerly Ball is using a grant to implement the program right now. This service will help individuals with complex needs.

Mr. Phillips said the Council will authorize how much to allocate to ASSET soon. He told the group that there are many demands on local option sales tax, and revenue is not meeting projections, so he's not thinking the increase will be as high as usual. Ms. Kresse said UWSC will make decisions on ASSET funding for 2018/19 on November 30. She said some programs are asking for significant increases from all funders. She said the administrative team will need to counsel the volunteers on how these expanded requests will be affected if not all funders go high on allocations. Discussion ensued.

Ms. Schildroth said she will be discussing ASSET funds with Board of Supervisors on December 12. She said it might be good to meet with volunteers before the hearings start to discuss the significant increases in requests by service. It was discussed that the funders could provide a list of the agencies/ services with significant increases sometime before the hearings. Ms. Webb said she is planning to show the regional governing board what the requests are and put together a form to use as a guide.

ANNOUNCEMENTS/REMINDERS

- A. Next ASSET Administrative Team Meeting – February 7, 2018 at 12:15 p.m. (United Way)
- B. Next ASSET Meeting – December 7, 2017 at 5:00 p.m. (City Church)
- C. MidYear Reports Due – December 15, 2017

ADJOURN

The meeting adjourned at 1:55 p.m.