

This meeting was not recorded.

12/5/2024

**Children, Adolescent and Family State Program Standing Committee Minutes**

**DRAFT**

**State Program Standing Committee for Children, Adolescent and Family Mental Health**

**Present Members:**  Cinn Smith, Chair  Laurie Mulhern  Ron Bos Lun, Chair  Sunny Naughton  Mary Butler  Karen Carreira

**DMH/State Staff:**  Gillian Shapiro  Emily Hawes  Puja Senning  Dana Robson  Eva Dayon

**Public:**  Lorna Mattern  Ryan Lane  Robert  Aaron Kelly

<b>Business</b> <ul style="list-style-type: none"><li>- Introductions, Identify Timekeeper</li><li>- Review meeting minutes from November</li><li>- Review agenda for January meeting<ul style="list-style-type: none"><li>o Dr. Strokoff, Medical Director for NCSS, will present on CYFS mental health and the media</li><li>o Review Clara Martin Center’s ccbhc related documentation, including a site visit report, and prepare questions for meeting with them in February</li></ul></li></ul>	9:00 – 9:20
<ul style="list-style-type: none"><li>• Puja Senning of DMH facilitates review of aggregate VT Grievance</li></ul>	9:20 – 10

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and Appeals Data	
• Public Comment Period	10 – 10:05
• No other items withstanding, Adjourn Meeting	10:05

<b>Agenda Item</b>	Discussion (follow up items in yellow) <span style="float: right;">3 members needed for a quorum vote</span>
<b>Review November Minutes and review January agenda items</b>	<ul style="list-style-type: none"> <li>- All present members voted to finalize November draft meeting minutes as presented.</li> <li>- January agenda items were reviewed –               <ul style="list-style-type: none"> <li>• Dr. Strokoff has held community gatherings that have been well attended and requested the following year</li> <li>• Content is around CYFS programming and children’s media usage</li> <li>• Dr. Strokoff has young children himself and identifies this topic as concerning personally and professionally</li> <li>• A medical director presenting to the community is unique</li> </ul> </li> </ul>
<b>Puja Senning facilitates review of Grievance and Appeals data</b>	<ul style="list-style-type: none"> <li>- Puja presented trends across Vermont state’s grievance and appeals data</li> <li>- Annual averages data was presented from 2018-2022 and then 2023 and 2024, thus far</li> <li>- Trends included no appeals in CYFS or AMH – this begged the question – is there a systematic error in how agencies are reporting this data – maybe inputting it as a grievance and not appeal?</li> <li>- Cinn noted - many more AMH grievances than CYFS – there are more AMH clients than CYFS</li> <li>- Increase in annual averages for grievances in 2023 and 2024 compared to previous numbers – DMH had started a push during site visits to encourage designated agencies to report grievances during this time</li> <li>- Most grievances are due to staff perceived as being rude/unkind to clients –</li> <li>- Karen commented that the max time allotted to receive a grievance resolution is 90 days which is long – and what is happening, in terms of service to this client, during this waiting period?</li> <li>- Mary wondered if grievance and appeals data is presented in a way that the client can hear it, during the intake process which can be overwhelming</li> </ul>

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	<ul style="list-style-type: none"><li>- Members discussed, if there are themes amongst an agency's grievances, is the agency aware of these themes and are they acting to mitigate any harm done, at a systemic level?<ul style="list-style-type: none"><li>o Puja offered that this committee has an access point to agency leadership both when they send them the questions they will be asking during their meeting, and during the meeting itself – they can bring up this question</li></ul></li><li>- Puja will follow up with Steve about the documentation reduction project and loop back to this group</li><li>- Puja mentioned an idea to propose putting up a powerpoint slide or signage about the grievance and appeals process and/or recruitment to the Local Program Standing Committee and the State Program Standing Committee in the waiting room of the agencies<ul style="list-style-type: none"><li>o Members were curious about this idea and asked that Puja send current GnA flier and SPSC recruitment flier to them</li></ul></li></ul>
<b>Public Comment Period</b>	<ul style="list-style-type: none"><li>- None presented</li></ul>
<b>10:05 Meeting Adjournment</b>	<ul style="list-style-type: none"><li>- Meeting adjourned at 10:23</li></ul>