

This meeting was not recorded. Six members are needed for a quorum.

5/17/2022

Adult State Program Standing Committee Minutes

FINAL

Present Members: Bert Dyer (he/him) Malaika Puffer (she/her) Ward Nial (he/him) Kate Hunt (she/her)
 Marla Simpson (she/they) Dan Towle (he/him) Lynne Cardozo Zach Hughes (he/him)
 Christopher Rotsettis (he/him) Ann C Cummins (she/her) Erin Nichols (they/she) (ex) Michael McAdoo

DMH/State Staff: Eva Dayon (they/them) Steve DeVoe (he/him) Dr. Trish Singer (she/her) Katie Smith (she/her)

Agenda

- 2:00 – 2:20 **Process for NKHS Site Visit**
- 2:20 – 3:55 Review **Northeast Kingdom Human Services Reports**, discussion with DMH Quality Team & Forming of questions/themes for designation visit
- 3:55 – 4:00 **Public Comment**

Agenda Item	Discussion (follow up items in green) Facilitator: Zach Timekeeper: n/a
Process for NKHS	Deep dive into a few topics or list of questions on any topic, to be prioritized by committee? Group decided to form list of question, condense into topics where possible.
Question Development for NKHS	<p><i>Specific NKHS attendees requested by committee:</i></p> <ul style="list-style-type: none"> • Renee Rose (of other staff who can speak to peer work) • Joe Forscher (or other staff who can speak to specific clinical operations) • Josh Burke (or other staff who can speak to Emergency Services work) <p><i>Strengths noted by Standing Committee:</i></p> <ul style="list-style-type: none"> • The standing committee noted the changes made by the agency since the January 2020 Additional Agency Review report as evidenced by the reduction in areas of correction identified in the Draft Agency Designation Decisions from May 2022. Members are cautiously encouraged by positive momentum. • The agency website does a good job giving an overview of comprehensive services and speaks to an integrated care model. • NKHS staff survey results improved from the January 2020 report period to the May 2022 designation process • NKHS received positive survey results from the Local Program Standing Committee for Adult Mental Health during the Modified Agency Review in October 2021.

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Questions formed by Standing Committee (grouped by topic):

- Opening questions:
 - What would you name as the current strengths of NKHS as an agency?
 - DAIL and DMH, while sharing Administrative Rules, have vastly different area of correction identified for clients in mental health verses developmental/disability programs. Why do you think there is a difference here between programs?
 - What have you learning from this Corrective Action Plan process with DMH over the past 18 months?

- For any of the items listed in the Designation Decision DRAFT from May 2022:
 - From NKHS' perspective, what led to this potential corrective action area?
 - If you have made any progress on this area since January 2020, can you speak to actions you have taken?
 - What does NKHS view as next steps to continue trying to improve this area?
 - How long do you think it will take to resolve this item?
 - Do you anticipate needing technical assistance needed to make progress on this area?

- Peer work at NKHS:
 - What roles currently exists for peers at NKHS?
 - How many people are employed? How many full time positions does that translate to?
 - What is the plan going forward for the Cadre program?
 - What does the penetration rate look like for Wellness Recovery Action Plan (WRAP) groups?
 - Do you provide Intentional Peer Support training for staff? If so, how many staff are able to access it?

- Individual Plans of Care / Treatment plans for CRT clients:
 - Please describe the process for creating goals with clients.
 - How do you think the process is working?
 - Is NKHS currently able to measure client progress with treatment plans?

- Collaboration with community partner organizations
 - How is communication with emergency departments at North Country Hospital and Northern Vermont Regional Hospital?
 - What are the strengths and barriers of trying to get clients evaluated and into/ out of the emergency department in a timely way?
 - Are you using peers in the ED?
 - In what ways do you use technology to support clients?

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	<ul style="list-style-type: none">○ Survey results from community partner organizations in the Modified Agency Review Report (October 2021, p. 23) were overall poor.<ul style="list-style-type: none">▪ What is the agency doing to improve the perception of NKHS in the communities you serve?▪ Is NKHS doing any educational/resource meetings for the community?● Staffing: the Standing Committee recognizes that statewide there were staffing challenges pre-pandemic and that the pandemic has made it worse.<ul style="list-style-type: none">○ What is NHKS doing to recruit and retain staff?○ How is NKHS working creatively to combat the staff challenges you face?○ Have you made any changes from information learning through exit interviews with staff who depart? If so, what have you learned?● Access to services<ul style="list-style-type: none">○ What does it look like for new or existing clients who want to access services? Please speak separately for:<ul style="list-style-type: none">▪ Adult Outpatient▪ Community Rehabilitation and Treatment, and▪ Psychiatry (medication) services○ Is NKHS still considering a satellite office in Barton?<ul style="list-style-type: none">▪ If so, what do you plan to do with this facility?▪ What needs are you trying to address?● Emergency Services<ul style="list-style-type: none">○ In the Modified Agency Review Report (October 2021, p. 14) NKHS ES team notes “Since late 2012, NKHS has had an enhanced (ACT 79) crisis/police-embedded and enhanced outpatient case management service”. Can you tell us more about what this means?○ How are the embedded crisis specialists with state police going?○ Thank you for stepping up to be a National Suicide Lifeline Center.<ul style="list-style-type: none">▪ What are you proud of regarding this project?▪ Does this create any staffing challenges for Emergency Services or any other mental health team at NKHS?● Regarding the Survey results in the Modified Agency Review Report (October 2021, p. 18-25):<ul style="list-style-type: none">○ Were there any targeted interventions taken or planned for staff or supervisor results?<ul style="list-style-type: none">▪ Were there any interventions specific to Adult Outpatient staff/supervisors?
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	<ul style="list-style-type: none">○ What are your agency's goals for Diversity, Equity, and Inclusion?○ For any items with a less than 50% positive response, does the agency have any planned actions to address these? ● Regarding the Site Visit Report finalized in May 2022:<ul style="list-style-type: none">○ Essex and Orleans counties were identified as needing more support- what are you hoping to change about your approach to these areas?○ What does it mean to be an active member of the accountable health communities?○ What are the strengths and challenges of staff training with Relias?○ How would you say the updated grievance and appeal process for clients is working? ● In the Modified Agency Review Report (October 2021, p. 10) DMH notes there is data tracked related to payment reform and says they have been in conversation with NKHS about 'areas of concern' and 'reporting errors'.<ul style="list-style-type: none">○ What do you see as the concerning areas?○ What reporting errors have you found? What is the plan to resolve them or if have you already resolved them, what did that entail?
Public Comment	There were no public present for this meeting.