

**Endorsement Criteria and Service Definitions Sub-Group
Of the Community Support Steering Committee
Minutes
Sept. 22, 2009, 1:00 – 4:00
Dix Campus, Royster Building, Room 116**

Attendees:

Cindy Ehlers
Stephanie Beck
Brianna Smith
Melvin Nowling
Dexter Mitchell
Beverly Bell
Mabel McGlothlen

Dave Peterson
Khalil Nassar
Jennifer Greene
Dr. Cheryl Nicholas
Christina Carter

Welcome and Introductions:

Cindy Ehlers, ECBH, sub-group chair, welcomed everyone and expressed appreciation for those in attendance. Everyone introduced themselves and the sign-in sheet was passed for signatures.

Minutes:

The minutes from the last meeting (9-17-09) were approved with one correction to Khalil Nassar's name. Mabel McGlothlen will have the minutes placed on the Community Support Steering Committee Webpage as a subcommittee.

New Concepts:

Cindy Ehlers introduced two concepts that would need to be vetted as overarching concepts to include as a part of the endorsement process. The concepts are: cost analysis and market analysis.

Cost analysis would be performed by providers prior to requesting endorsement of a service. The cost analysis would help providers demonstrate that they have the funds to sustain the business as it adds a new service line or starts a business at the site and service specific endorsement level. This concept relates to a provider's qualifications to deliver services. LMEs have had struggles with providers starting up and closing down because they have not got the needed financial practices to operate businesses. This of course negatively impacts consumers who are getting shifted from provider to provider or dropping through the cracks as providers who are not qualified make it into the system.

Market Analysis would assist the provider in determining if there is a need for the service they are interested in adding, where the referrals would come from, what's really needed in the community, etc. The provider would be able to articulate their ability to perform the service and the need for the service. This also not a new concept as it is a standard business practice in all markets from healthcare to fast food. Agencies that do not have

the capacity to complete or provide a market analysis to the LME would not be considered qualified providers. Evidence has shown that on a statewide basis providers do not understand how to apply market strategies to their business operations. One example is the flood of CSS providers into very saturated markets. This is also a damaging and dangerous practice to allow for consumers. This is recommended as a method to control market saturation of specific services.

Both would assist the provider grow its business based on financial sustainability and based on local gaps/needs for the services.

Update on Service Definitions Checksheets:

Day Treatment: Cindy is waiting to hear from some providers that provide services to children before she submits this checksheet to the DMH for final review.

Community Support Team: The DMH presented some revisions to the checksheet and the group discussed each revision. The 60 day consumer record review will need to remain as a consumer record review per the Endorsement Policy. The additional items that would need review after endorsement would be expected to follow an already established process (i.e. monitoring, 60 day triggered monitoring).

The group reviewed the service definition for Intensive In Home. Cindy will type up the draft checksheet and submit to the DMH. DMH will have Mark O'Donnell review the checksheets for Day Treatment and IIH for any revisions. Mabel McGlothlen, Beverly Bell and Mark O'Donnell will work on the instructions for these two services. Beverly Bell and Mabel McGlothlen will work with Debbie Webster regarding the CST checksheet and instructions. The checksheets and instructions for Day Treatment, CST, and IIH will be submitted to Christina Carter by noon on Friday, Sept. 25th.

Next Steps

The next meeting is scheduled for Monday, Sept. 28th, 9-12 at the Anderson Building – Dix Campus, Room 139.

The PSR definition, checksheet and instructions will be discussed.

DRAFT