

## **PROVIDER RECOMMENDATIONS TO DHS/JCS ON THE UPCOMING PROCUREMENT**

### **A. Pillars of the System of Care**

1. The state will provide case management and the providers will coordinate care and the two must work to improve collaboration, in order to provide effective services to children and families.
2. State case managers will need reasonable caseloads in order to manage the expectations of the new system of care.
3. Providers will need to receive sufficient reimbursement to ensure that all direct care staff can be paid a living wage to promote retention and quality services.
4. In those rare instances when extraordinary circumstances occur and there is disagreement between case managers and care coordinators a neutral process should be established to resolve those issues.
5. The quality of our system of care will depend on the quality and consistency of our assessments in all aspects of our work. We recommend the adoption of the CANS as the assessment tool.
6. The system of care should utilize the assessment produced through the CANS to determine clear and consistent levels of care that recognize the principle of first placement, best placement.
7. The higher levels of care should be funded by DHS to sufficiently allow for the development of new more specialized services.
8. No eject/no reject should only be established after DHS has implemented consistent methods for assessments and for assignments of levels of care.
9. It is essential that the partnership between DHS, JCS, Education, Courts, MCO's and the Providers continues to be strengthened to ensure the success of the system of care.

### **B. System of Care Development**

1. DHS and Providers will need to develop a common understanding of the core services that will be expected in each geographic region at the onset of the contract.
2. DHS and Providers should then develop a mutual way to determine what new services will subsequently need to be developed for each region.
3. DHS will need to provide reasonable time, technical assistance, and start up resources to develop services over the next three years and ensure that the public/private dialogue continues.
4. Training should be offered through the Child Welfare Provider Training Academy to both private and public sector staff to ensure consistency of values and skills for the new system of care implementation.
5. DHS and Providers will need to commit to mutually develop an understanding of the ways and means to implement family engagement and family stability.
6. DHS needs to establish both an authorization process and funding mechanism to allow the development and implementation of wraparound services for families.
7. DHS and Providers should commit to the fidelity of utilizing a child and family team process that ensures the child and family are full partners in that approach.
8. DHS should allow out of home care providers to reinvest savings realized by reducing utilization and average length of stay into the development of their community based services.
9. DHS needs to allow flexibility in the staffing qualifications to enable providers to develop greater diversity in their hiring practices.

## **BARRIERS**

1. DHS and JCS often come from different perspectives
2. The way MCO's authorize and pay for services
3. Judicial orders
4. To make good decisions between system partnerships we need good information, more time to make decisions and more time to prepare to respond
5. Licensing regulations should be aligned with the new expectations of the system of care
6. Levels of trust between providers, DHS and JCS need to improve
7. Our liabilities have increased dramatically and we are in jeopardy
8. We need to bring education, law enforcement and the hospitals and other community resources into this system of care initiative
9. The low starting salaries of our staff represent the single greatest barrier to quality service deliver
10. Lack of interoperability between IT systems and data sharing
11. Lack of system knowledge about what service providers offer
12. Lack of knowledge statewide on how SAL can be best utilized