



MICHELLE BAASS  
DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

**DEPARTMENT OF HEALTH CARE SERVICES (DHCS)  
California Children's Services (CCS)  
Monitoring and Oversight Workgroup  
September 26, 2022  
12 p.m. – 4 p.m.**

**MEETING SUMMARY**

**CCS Monitoring and Oversight Workgroup Members Attended:**

Beverly Eldridge; Dawn Pacheco; Farrah McDaid-Ting; Francis Chan, MD; Guillermina (Mina) Andres; Hannah Awai, MD; Heidi Merchen; Holly Henry; Janet Peck; Jody Martin; Jolie Onodera; Kathryn Smith; Katie Schlageter; Kristen Dimou; Lori Gardner; Lorri McKey; Mary Doyle, MD; Meredith Wolfe; Michelle Gibbons; Michelle Laba, MD; Mike Odeh; Nancy Netherland; Norma Williams; Pip Marks; Richard Chinnock, MD; Susan Skotzke; Tanesha Castaneda

**CCS Monitoring and Oversight Workgroup Members that Did Not Attend:**

Alicia Emanuel; Anna Leach-Proffer; Eileen (Chris) McSorley; Katherine Barresi; Teresa Jurado

**DHCS Staff Attended:** Amy Lovato; Annette Lee; Barbara Sasaki; Cheryl Walker, MD; Cortney Maslyn; Joseph Billingsley; Katie Ramsey; Megan Sharpe; Michael Luu; Sabrina Atoyebi; Trevor Marshall

**DHCS Consultants, Sellers Dorsey Attended:** Alex Kanemaru; Marisa Luera; Meredith Wurden; Sarah Brooks

**Public Attended:** 58

**CCS Monitoring and Oversight Workgroup Materials:** Agenda and Slide Deck

**I. Welcome and Meeting Information**  
***Sarah Brooks, DHCS Consultant with Sellers Dorsey***

Welcomed members and shared meeting information

***Alex Kanemaru, DHCS Consultant with Sellers Dorsey***

Reviewed housekeeping items

**II. Roll Call**  
***Sarah Brooks***

Conducted roll call of CCS Monitoring and Oversight Workgroup members, DHCS staff, and the Sellers Dorsey team

**III. Program Policy Updates**  
***Joseph Billingsley, Assistant Deputy Director***  
***Integrated Systems***

Introduced Cortney Maslyn as the newly appointed Chief of Integrated Systems of Care Division (ISCD)

***Cortney Maslyn, Chief***  
***ISCD***

Cortney greeted and introduced herself to the workgroup

***Joseph Billingsley***

Provided an update on the proposed CCS case management definition and next steps

**Summary of Discussion:**

- Members requested DHCS draft a case management definition for members to review and provide feedback
  - **Response:** DHCS is working on defining, clarifying, and aligning the definition across other Divisions within DHCS to share with stakeholders for comment
- Members discussed the importance of equity in case management across Whole Child Model (WCM) and classic counties
  - **Response:** DHCS will take this into consideration

**IV. July Meeting Summary**  
**Alex Kanemaru**

Provided July meeting summary, highlighted workgroup feedback, reviewed July homework items, and announced that further discussions on metrics and standards will be held during the October CCS Monitoring and Oversight Workgroup meeting

**V. CCS Monitoring and Oversight Compliance Program Plan**  
**Sarah Brooks**

Discussed elements of the compliance program and framework, purpose and goals, and *CCS Monitoring and Oversight Compliance Program Plan* process and major updates

**Summary of Discussion:**

- Members requested adding a timeframe for resolution under the Authority section of the *CCS Monitoring and Oversight Compliance Program Plan*
  - **Response:** DHCS will take this into consideration

**VI. Memorandum of Understanding (MOU) Development/State Guidance**  
**Meredith Wurden, DHCS Consultant with Sellers Dorsey**

Reviewed the updated MOU outline, CCS document integration, hierarchical flow of policy documents, policy document development, and changes to existing documents

**Summary of Discussion:**

- Members asked if a crosswalk of Medi-Cal managed care plan All Plan Letters (APL) would be included
  - **Response:** DHCS will align with APLs and use them as sources, but will not have a crosswalk
- Members discussed the length of time needed to complete NLS and *Plan and Fiscal Guidelines* may not align with the timeline for the MOU execution
  - **Response:** DHCS will take this into consideration

**VII. Roles and Responsibilities**  
**Sarah Brooks**

Reviewed workgroup feedback to the draft Roles and Responsibilities Matrix

**Katie Ramsey, Chief  
County Compliance Unit**

Reviewed summary of roles and responsibilities documents, integration and relation of roles and responsibilities into the matrix and table, and process for creating the *Roles and Responsibilities Table*

**Summary of Discussion:**

- Members expressed the importance of using accurate and specific language and sourcing original documents in the *Roles and Responsibilities Table*
  - **Response:** DHCS will take this into consideration
- Members asked if the *Roles and Responsibilities Table* would include Classic county model language
  - **Response:** *The Roles and Responsibilities Table* will include separate attachments for Classic and WCM counties and each county model type

**VIII. Grievance and Appeals Process  
Marisa Luera, DHCS Consultant with Sellers Dorsey**

Reviewed the background, summary of findings, proposed definitions, and process for grievances and appeals

**Summary of Discussion:**

- Members commented establishing a grievance process is a large investment into county infrastructure and counties may not have the resources necessary
  - **Response:** DHCS will take this into consideration
- Members discussed the need to clarify the process for a verbal grievance as this could be subjective
  - **Response:** DHCS will take this into consideration
- Members questioned how counties would be made aware if a grievance is received through DHCS' hotline
  - **Response:** DHCS is currently establishing the DHCS grievance process and will discuss communication process upon establishment
- Members asked if proposed definitions and process would be applicable to the CCS Medical Therapy Program (MTP)
  - **Response:** DHCS is holding internal conversations regarding this, but MTP will be included in this process
- Members asked if this would go into effect with MOU execution
  - **Response:** Yes, this will be included in the MOU and be effective by MOU execution

**IX. Public Comment**  
***Sarah Brooks***

No public comments received

**X. Next Steps**  
***Sarah Brooks***

Provided information on next steps, including updated timeline, and relayed contact information regarding questions or feedback

**Summary of Discussion:**

- Members discussed county boards and their leadership need time to review and approve MOU before finalization
  - **Response:** Members are expected to share with county directors and other leadership as workgroup progresses

**Meeting adjourned at 2:58 PM**