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Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

**DEPARTMENT OF HEALTH CARE SERVICES (DHCS)
California Children's Services (CCS)
Monitoring and Oversight Workgroup
November 7, 2022
12 p.m. – 4 p.m.**

MEETING SUMMARY

CCS Monitoring and Oversight Workgroup Members Attended:

Alicia Emanuel; Anna Leach-Proffer; Dawn Pacheco; Eileen (Chris) McSorley; Francis Chan, MD; Guillermina (Mina) Andres; Hannah Awai, MD; Heidi Merchen; Jody Martin; Kathryn Smith; Kristen Dimou; Lori Gardner; Lorri McKey; Mary Doyle, MD; Meredith Wolfe; Michelle Gibbons; Michelle Laba, MD; Mike Odeh; Monica Soderstrom; Norma Williams; Pip Marks; Susan Skotzke; Tanesha Castaneda

CCS Monitoring and Oversight Workgroup Members that Did Not Attend:

Beverly Eldridge; Holly Henry; Jolie Onodera; Katherine Barresi; Katie Schlageter; Nancy Netherland; Richard Chinnock, MD; Teresa Jurado

DHCS Staff Attended: Joseph Billingsley; Cortney Maslyn; Cheryl Walker, MD; Sabrina Atoyebi; Megan Sharpe; Michael Luu; Barbara Sasaki; Katie Ramsey

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

Public Attended: 71

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
Alex Kanemaru

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

III. September Meeting Summary
Alex Kanemaru

Provided September meeting summary and reviewed September homework items

IV. Memorandum of Understanding (MOU) Development
Katie Ramsey, Chief
County Compliance Unit

Reviewed the DHCS | County MOU execution process and timeline poll and updated DHCS MOU timeline

Summary Discussion:

- Several counties did not receive the poll and asked for additional time to provide their county's input
 - **Action Item:** DHCS to resend poll to workgroup members and counties

V. Roles and Responsibilities
Katie Ramsey

Reviewed summary, integration, and relation of *Roles and Responsibilities Matrix* and *Table* documents

Summary of Discussion:

- Members commented the county's responsibilities for the CCS only population in Whole Child Model (WCM) counties are not all included
 - **Response:** DHCS will review the feedback submitted and take this into consideration

- Members expressed opposition for including Electronic Visit Verification and the grievance process in the *Roles and Responsibilities Table* for counties
 - **Response:** DHCS will take this into consideration
- Members asked for clarification on how to handle appeals related to medical eligibility and if CCS programs should be authorizing services while the appeal is being reviewed
 - **Response:** DHCS will review this section and provide additional clarification
- Members asked why calendar days rather than business days for processing grievances
 - **Response:** Standard grievances are processed through calendar days; however expedited grievances are processed through business days. This is to account for holidays and weekends for expedited grievances as county offices are closed during these times.

VI. Grievance Process

Marisa Luera, DHCS Consultant with Sellers Dorsey

Reviewed the grievance background, summary of findings, proposed definitions and process, and update on the grievance numbered letter

Summary of Discussion:

- Members requested: a stronger definition for exceptions, timeline requirements for counties, and to coordinate with Managed Care and other entities on grievances
 - **Response:** DHCS will take this into consideration
- Members requested additional clarification on what an “expression of dissatisfaction” means
 - **Response:** DHCS will provide additional clarification in the Numbered Letter
- Members asked if DHCS will have a similar internal grievance process
 - **Response:** DHCS will have a similar internal grievance process
- Members expressed concern about the definition for an “expedited” grievance because, if the beneficiary needs urgent care now, the county should not be responsible for intaking those calls
 - **Response:** DHCS will take this into consideration
- Members expressed concerns about the resources needed for the grievance process, labor concerns regarding employee reprimand, and the burden it would place on counties
 - **Response:** DHCS will take this into consideration

VII. Training Proposal
Sabrina Atoyebi, Chief
Medical Operations Branch

Reviewed the training background, purpose, stakeholder feedback, DHCS and county training requirements, CCS onboarding training, and topical technical trainings

Summary of Discussion:

- Members expressed appreciation to DHCS for incorporating their feedback into the training proposal
- Members asked when the trainings will be developed and shared
 - **Response:** DHCS will provide additional details on when trainings will become available
- Members asked about the equity, diversity and inclusion training topic being an option since counties are conducting their own training
 - **Response:** DHCS will not be providing this training as counties likely have their own protocols and training. Counties will be responsible for providing notification to DHCS that this training is completed.
- Members asked if DHCS will ask local county subject matter experts (SME) to assist in the development of trainings
 - **Response:** DHCS will engage with local county SMEs as needed

VIII. Break
Sarah Brooks

A 10-minute break commenced

IX. CCS Compliance Survey Proposal
Michael Luu, Chief
Monitoring and Oversight Section

Review proposed CCS county compliance survey definitions and process

Summary of Discussion:

- Members asked if counties will be able to correct initial findings and deficiencies
 - **Response:** DHCS will provide counties an opportunity to correct initial findings and will provide additional details on enforcement actions in future meeting(s)
- Members asked if Corrective Action Plans will include technical assistance
 - **Response:** DHCS will provide technical assistance as part of the surveying process

- Members asked how the proposed CCS compliance survey process takes into account counties changing their Medi-Cal Managed Care county model type through Kaiser Permanente implementing the CCS WCM in applicable counties contract
 - **Response:** DHCS will take this into consideration

X. Performance Metrics
Katie Ramsey

Reviewed the performance metrics progress to date, timeline, definitions, domains, and metric selection criteria

Summary of Discussion:

- Members asked how the performance metrics identified in this workgroup relate to the Quality Workgroup mentioned during the last CCS Advisory Group meeting
 - **Response:** The purpose of the metric set developed by the CCS Monitoring and Oversight Workgroup are process oriented and establish a baseline for monitoring and reporting for county CCS programs

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

Reviewed CCS Public Health Emergency (PHE) unwinding, Child Health and Disability Prevention Program updates, and the CCS case management definition

Summary of Discussion:

- Members expressed their gratitude for focusing on CCS beneficiaries during the PHE unwinding
- Members shared the enhanced care management and nurse case management definitions are combined and want to know what the difference is
 - **Response:** This is still in process and additional details will be provided to the workgroup in future meeting(s)
- Members asked when the related activities for CCS case management will be provided
 - **Response:** DHCS will provide the related activities for CCS case management in future meeting(s)
- Members asked if the related activities for CCS case management will specify professional qualifications, as this may hinder current employees with background in the subject matter but do not have a degree
 - **Response:** DHCS will take this into consideration

XII. Public Comment
Sarah Brooks

No public comments received

XIII. Next Steps
Sarah Brooks

Reviewed next steps, workgroup meeting logistics, and contact information for questions or feedback

Meeting adjourned at 3:10 p.m.