**Residential Monthly Provider Call**

**February 3, 2022**

***\*Abridged Minutes***

**COVID and Admissions updates:**

Crystal discussed update in the Services Hub related to COVID-19 information and Quarantine information. This is information that has been collected by the Residential Licensing Specialists for most of the pandemic period of time. It is now moving to be displayed in the Services Hub so that FCMs have direct access to information related to quarantine at facilities where they may be planning an in-person visit with one of their youth.

There were several questions related to privacy/confidentiality. There is no identifying information being entered with the quarantine information. The number of COVID-positive youth may be identified along with the number of youth or units in quarantine, but no names, dates of birth, or any other identifying information is included, therefore privacy is protected.

Additionally, this information has been shared with Field and many other teams at DCS prior to Services Hub, it was being done so through dissemination of a spreadsheet via email.

**2022 Review/Audit Updates:**

The process will look a little different regarding time frame to complete the review. Over the past 2 years reviewing times were completed within a few days to a week or so, With this new Review process, it may take longer to all review of information and have discussions with agencies but allow for allow for more accommodations and not be so intrusive to the agency. Most agencies have already been given an anticipated date for their reviews.

Review processes:

* Background check audits – separate process from license/contract review
* Relicense – separate process from license/contract review, this involves submission of new application and uploading policies/revised policies. The goal to complete review of application and policies and complete approval prior to expiration of the license.
* Comprehensive Review – approximately every 4th year and may or may not coincide with relicense year. Will focus on all elements of license requirements and contract requirements. The requirements similar to what we reviewed pre-pandemic. Will work with agencies to avoid conflicts with same year as reaccreditation.
* Annual Review – all other years – focusing primarily on safety and QRTP designation areas of compliance.

Background Check Audit:

Notice will be sent to agency to confirm that new hire, and on relicense year all staff, have background checks uploaded to KidTraks. This will continue in the same process everyone has experienced during the pandemic and will be conducted virtually. If other arrangements are needed this will be worked out with the Licensing Specialist. A letter of results or letter request a plan of correction will be provided to the agency. A letter of completion will be issued once all required background checks have been submitted and reviewed.

Re- licensure:

This is a totally separate process from any other reviews. This maybe be done in conjunction with the Comprehensive Review, but is a separate process. Notice by Licensing Specialist at least 6 months prior to license expiring. Specialist will work with agency on submitting new/revised application and process of agency uploading policies to KidTraks. Specialist will utilize a new state form to correspond with the agency on the license and provide details on feedback and then approval of policies.

Annual Review:

This is a general guideline and will be conducted based on what agency discussed with their Specialist so it will be worked out individually with what works for DCS and the agency

* 90 day scheduling letter sent to agency
* 60 days will work with agency review background checks for new hires
* 30 days prior to beginning of review, Specialist will schedule a meeting with agency to discuss logistics of completing the review, access to files, team members involved, etc.
* Goal is to establish information being available so that agencies don’t have to have their staff dedicated to waiting around for our team.
* Will have periodic, up to daily, feedback with agency.
* Upon completion the review process Specialist will be the exit and debrief with agency
* Report will be sent separately to agency with results and feedback.
* Tour of facility will be within 90 days of the scheduled review date, but before the exit
* Interviews residents and staff

Comprehensive Review:

* Same general steps as annual review
* Interviews will expand to include families, referral sources, and other stakeholders. This may or may not be done in person.

Scoring Process:

There is a new scoring process in place that differs from the process used in years prior. With this new review, agencies will receive a total score, out of 100, on the final report. This score is calculated based on the level of compliance for each item on the tool. Each item that applies to the agency or program is marked: Compliant, Partially Compliant, or Non-compliant. Each of these three possibilities is matched up with a possible score that is derived from the risk level of the item. High risk items have more possible points than increased risk items, and increased risk items have more possible points than low risk items. The scores for all eligible items are compiled and result in an overall score.

A final review score will fall into one of three categories or ratings:

* + Those scoring 80-100% are rated as “Achieves Performance Standards”
  + Those scoring 51-79% are rated as “Partially Achieves Performance Standards”
  + Those scoring 50 and below are rated as “Below Performance Standards”

Items that have repeated concerns from one year to the next **will** have an impact on overall score

Post-review Survey:

We are finalizing the development of a post-review survey. We are planning to utilize this to gather feedback regarding the updated review processes, what you thought went well, what could be done differently, and any other feedback agencies would like to offer.

**Aftercare:**

Questions/conversation about Aftercare Services arose during the LCPA meeting held yesterday. One of the challenges seems to be the FCM doesn’t always know if the foster family that the youth is transitioning to is connected to LCPA or not. This prevents them from connecting the Residential Program to the LCPA who will be receiving the case upon step-down.

Discussion about possibly putting separate Aftercare meetings on the calendar to discuss the barriers and issues that providers are running into.