

QUALITY MANAGEMENT MEETING NOTES

7/13/10

Attendance

Cathy Garrey, Mental Health Board	Cheryl Wyatt, The Advantage Group
Gloria Palmer, Home of the Sparrow (intern)	Sue Charles, Mental Health Board/Family Care
Jen Cox, Family Alliance	Bob Lesser, Mental Health Board
Cindy Sullivan, Options & Advocacy	Marybeth Urbin, Home of the Sparrow
Rick Mason, Pioneer Center	Kay Telander, Youth Service Bureau
Melissa McGraw, Turning Point	Anne Marie Duhamel, Mental Health Board/FC
Wendy Neuman, Mental Health Board	Lori Nelson, Family Service
Astrid Larsen, Crisis Services	Duane Lahti, Mental Health Board
Kemberly Daily-Johnson, Pioneer Center	Vickie Johansen, Mental Health Board

Lake County Client Referrals/Outpatient Mental Health Program, Adult Services

The Mental Health Board received a letter from Lake County Health Department regarding updates on client referrals to their Outpatient Mental Health Program, Adult Services (attached). Cathy noted that Lake County was being proactive for getting the word out about what they can and can't do due to state requirements and budget cuts, and she asked the committee if they think the same will be applicable here. Most agree that it looks like it's going in that direction.

Compliance Program Changes (New Federal Requirements)

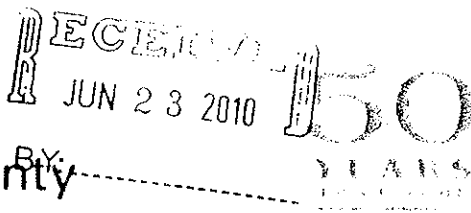
At a recent conference, Cathy learned that the Federal Exclusion list should be checked monthly, not just at time of hire, by any agency/organization that receives Medicaid/Medicare dollars. Cathy will email the details to the committee. The Federal Government is now also requiring agencies to have a Compliance Plan.

Group Discussion:

- ❖ Cathy informed the committee that as of July 1st, the Mental Health Board is no longer receiving the state funded Transitional Funds, the program has been cut. If complaints/concerns are received they should be directed to contact the Governor's Office.
- ❖ Marybeth Urbin reported that Home of the Sparrow just closed their wait list and that Section 8 housing is now on a 3 year wait list. They are looking at what possible options may be available, since there is a 2 year maximum stay (HUD) at their McHenry facility.
- ❖ Cindy Sullivan noted that Options & Advocacy is still adding to the PUNS list and that they are trying to educate families. The DD Taskforce will be holding their meeting tonight at the Shah Center in McHenry with speakers Mike Tryon and Pam Althoff.
- ❖ Cathy encouraged agencies to send their program information to Vickie Johansen to be included on the weekly agency update/hot sheet. Not only is it beneficial to the agencies and their staff, the hot sheet is also sent to the State. If the State doesn't see anything on the hot sheet, they may believe everything is okay and it's important for them to see the large impacts of the budget cuts. Include program wait lists, programs that are closing and new programs being offered. Cathy will send an email to executive directors and the QMT committee asking them to send in their information and give a reminder of its purpose.
- ❖ Lori Nelson noted that the Mental Health Assessment/Biopsychosocial Assessment now has to be completed onsite (at each point of service) and asked the committee about income verification. It was suggested that a checklist be developed for the consumer that lists all the documents they will need to provide. Some agencies already provide a list, either verbally, or by hardcopy. Please send your list of required documents to Lori (lnelson@familyservicemch.org) and she will follow-up with the documentation committee to compile and create a master checklist. It was asked, what about consumers coming from Elgin or PADS, when they may not have the required documentation. Astrid Larson said that happens with Crisis and they have to thoroughly document why they were unable to get that information. It's unclear if that would apply to longer term, clinical care. It was suggested that a statement be included on the checklist letting the consumer know they will have to provide the required documentation by the second appointment or they will not be seen.



Lake County



Health Department and
Community Health Center

Irene T. Pierce, MSN
Executive Director

Behavioral Health Services
3010 Grand Avenue
Waukegan, Illinois 60085
Phone 847-377-8297
Fax 847-377-4677

June 17, 2010

RE: Update on client referrals to our Outpatient Mental Health Program, Adult Services

Dear Lake County colleagues and agencies:

During these hard economic times in the nation and in Illinois, many of us have experienced reduced funding and constriction of our services. The following is a summary of the target population that we now serve in the Outpatient Mental Health Program, Adult Services.

State funding requirements, combined with staff and service cuts, now require our target population to be 100% comprised of those who meet the state's criteria of *chronic mental illness*.

If you are referring a client to us for treatment, the client must:

- Have prior history of psychiatric hospitalizations, or
- Years of taking psychotropic medication from a psychiatrist, (not simply a medical doctor)
- And be a resident of Lake County

We minimally provide services for the following circumstances pending supervisory approval:

- People who are seeking only counseling will be referred to other resources
- We are not staffed or funded to treat those with IQ levels below 70, (the developmentally disabled)
- Sexual offenders who meet the state's criteria for chronic mental illness are not treated by our psychiatrists unless they present evidence of completion of a sexual offender program
- People who are sent to us for the purpose of getting a written evaluation of one kind or another will be referred to other resources. We do not provide psychological testing, evaluations, reports, or vouchers for other agencies, as we are funded only to be a treatment agency for chronic mental illness

Our **services are not free**; everyone has a sliding scale fee that is determined by all sources of income. Proof of income must be presented to get an appointment. Those with PPO insurance coverage will be encouraged to seek the many other resources available to them, and HMO insurance does not cover our services.

Due to the continued shrinking of many kinds of human services across the state and in Lake County, the increase in people seeking our services unfortunately coincides with a decrease in staff and funding resources in our program. This has resulted in having to institute a **waiting list for first-time clients**, and also for the first session with a psychiatrist. Please be aware when referring a person with chronic mental illness to our Outpatient program that the **wait time for medication could be as long as several months**. In emergencies please refer an individual to the closest hospital ER.

Ted Testa, Psy.D
Director of Behavioral Health Services



Public Health