

WEBVTT

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00:00:01.350 --> 00:00:08.160

Sound check can you guys hear me if someone can put in the chat box that you can hear? That would be awesome.

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00:00:17.219 --> 00:00:21.600

I've got some confirmation Thank you guys.

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00:00:24.570 --> 00:00:28.920

All right, we're going to go ahead and get started so.

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00:00:28.920 --> 00:00:33.899

Like I said, my name is 3 Evans. I'm the state lead for Rick prevention.

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00:00:33.899 --> 00:00:39.600

Which is also now community living coordination.

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00:00:39.600 --> 00:00:44.009

We're, we're I, I'm joined today by.

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00:00:44.009 --> 00:00:54.179

Um, the new roles that have been created for a team, which are the risk prevention area lease, and I'm going to have them introduce themselves in the following order.

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00:00:54.179 --> 00:00:57.359

Nicole, and then Rachael, and then.

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00:00:59.609 --> 00:01:05.189

Hello everyone my name's Nicole Jones and I am the Western area risk prevention lead.

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00:01:07.469 --> 00:01:13.709

Hello, and I'm Rachel. Sterling. I am the risk prevention lead for the central area.

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00:01:15.510 --> 00:01:20.609

Hi, everyone my name is Carl and I am the eastern area risk provincially.

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00:01:24.239 --> 00:01:33.870

All right, thank you guys so we wanted to give everybody just a brief update on some things that we're working on within our unit.

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After division, so.

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00:01:40.950 --> 00:01:46.739

To get started, we wanted to talk about why we're even looking at making any changes and.

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But the decision is, we analyzed current performance to figure out what's working, what's not working and what we found.

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In order to create consistent implementation and to increase efficiency we really needed to establish.

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Sound performance measures at both the staff.

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00:02:07.019 --> 00:02:10.949

The unit, the regional office, and the division level.

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00:02:10.949 --> 00:02:18.449

We also needed to reshape our work culture to promote problem solving. That's rooted and teamwork across.

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Across units across divisions and across the state as a whole so that we could have and we, we also wanted to establish.

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Statewide workloads, because we found that we had employees that were responsible for more than 1 job role and we had a lot of employees with really unbalanced workload.

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So, we had some areas, especially with the community living team where we have

individuals that have really high caseloads. But then in other areas, they have very low caseload. So we wanted to create some balance with that.

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So our hope is that through some of these updates, we can improve job performance and satisfaction.

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We could improve support to our provider network.

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00:03:06.060 --> 00:03:14.400

And promote outstanding customer service to individuals and intellectual and developmental disabilities in their families.

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00:03:14.400 --> 00:03:25.110

And 1 reason we're looking at doing this now, is we all know that connection the online case management system is going to be.

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00:03:25.110 --> 00:03:34.139

Coming and we want to be progressive so that we're not carrying inefficient or ineffective practices into that new system.

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00:03:37.349 --> 00:03:45.330

That's why, and the wine now for the, for these changes and now nicole's going to talk to you about.

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00:03:45.330 --> 00:03:51.960

Why combining with fevers prevention team makes sense for the community and coordinators.

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Thanks, 31 of the big changes is that community living coordinators are joining the tier 2 risk prevention team. We know that transitions can be the riskiest situation for an individual, and that it's crucial that adequate planning and supports.

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00:04:09.900 --> 00:04:20.009

Are in place in order to effectively reduce risk national indicators, tell us that transitions without adequate planning and supports can lead to increase risk of poor outcomes.

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You might have situations where information can go missing, which leads to incomplete records and spotty historical information.

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Individuals are moved to providers who are eloquent to support the individual due to lack of services and or resources.

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00:04:36.233 --> 00:04:39.833

Or situations where services lapse due to the transition process.

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For example, if you have an individual who regularly meets with a psychiatrist, but then the individual moves this will disrupt that service and then establishing a new hydrous might mean being put on a waiting list or waiting for an appointment.

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That is months out. It's easy to see how situations like, these can really lead to an increased risk and poor quality of life outcomes. So that's part of the reason why we've moved the community living coordinators in with the tier 2 prevention team.

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Another changes we wanted to ensure we are developing supports for our team as we move forward.

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We've divided the community living coordinators into 3 teams that cover different regions. We have the western region, the central region, and the eastern region.

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This will allow us to provide support to our team members across the state. Whereas previously support was limited to a regional office. We will also be have the benefits of distributing caseloads. So that 1 area isn't carrying a higher caseload than another area.

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This should allow us to have a greater efficiency and effectiveness as we support teams through the transition process.

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And on our website, you can see the link listed here on the slide. We'll have all the contact information for each of our team members.

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00:06:03.028 --> 00:06:07.889

All right Thank you. Nicole.

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00:06:09.838 --> 00:06:17.129

Now, we're going to have Carl talk to us about why it makes sense to look at creating.

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00:06:17.129 --> 00:06:21.178

Consistent streamlined supervision and communication.

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00:06:21.178 --> 00:06:27.718

Hi, everyone so through these changes, um, it was noted.

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That sales stage were supervised by different.

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Individuals and their respected regional offices across the state this sometimes promoted a different communication and different task assigned to different. So, as Nicole mentioned.

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The each area I'm sorry,

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00:06:50.153 --> 00:07:05.033

each team now has a lead that is assigned to the individuals I'm sorry is assigned to the area in which they are and these leads will be responsible for ensuring that workloads are distributed equally among the

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team members at,

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which they are assigned also to centralized communication,

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00:07:09.504 --> 00:07:10.283

so that.

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00:07:11.543 --> 00:07:15.923

A consistent message is being shared among the CEOs that used and there,

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00:07:15.983 --> 00:07:20.574

and another reason is to promote better transitions as re,

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00:07:20.574 --> 00:07:27.413

and Nicole mentioned some areas have a more active transitions than others.

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00:07:27.744 --> 00:07:32.213

So, by equalizing all this and by centralizing communication.

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00:07:34.379 --> 00:07:41.848

We are better able to serve the individuals that we are serving. Also, the area leads are.

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00:07:41.848 --> 00:07:46.468

Report to re, Evans, and we'll go to the next slide here.

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And then we also want to incorporate communication into the new model. So, starting July 1st, we are asking everyone to use the 2 emails, listed below as you. Can see transitions at 0 dot Gov.

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And transfers back of. And I just wanted to speak to when.

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And how to use these emails so, for anyone that needs to be placed on to, on the consumer referral database, please use the transitions at damage dot 0 dot Gov email.

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00:08:19.798 --> 00:08:29.488

The case will then be distributed among the team members of which it is assigned. Furthermore, any questions related to transitions please use this email.

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For for answers, we also wanted to centralize this information as well. So any transfer related emails or a transfer request please use the transfer ID and email as well.

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00:08:45.629 --> 00:08:55.109

These 2 emails promote better tracking and a more equitable distribution of work among the and I'll hand it back to, you.

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00:08:55.109 --> 00:08:59.369

Thank you.

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00:08:59.369 --> 00:09:03.658

Next step, we have Rachel who is going to discuss.

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00:09:03.658 --> 00:09:11.339

And all of this is just the basic updates and changes. We have Rachel going to talk about what we have and what works.

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00:09:11.339 --> 00:09:14.999

That help with efficiency and consistency.

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00:09:16.288 --> 00:09:23.428

Thank you very so, the previous slides will be implemented starting on July. 1st.

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So, in the meantime, we will be updating the manual.

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So, the transition and transfer process are more streamlined in uniform across the state as we move towards being more centralized.

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Regarding the checklist we are looking at focusing on the important areas that are embedded in the transition process.

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This will help transitions move more smoothly throughout the state.

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So, based off of some recent feedback we've received from some of our stakeholders, it was brought to our attention that it would be helpful to communicate our practice more clearly in our main goal.

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This is all the.

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Updates that we have or upcoming changes, or.

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More updates will come soon.

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00:10:15.808 --> 00:10:19.769

If you have any additional questions.

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00:10:19.769 --> 00:10:23.519

You can refer to the next line.

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00:10:26.908 --> 00:10:39.208

So, if you have any questions, please submit your questions to the transitions at dot Gov.

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In fact, the team will then review those questions.

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00:10:44.729 --> 00:10:50.009

And we will post the answers to those questions on the DB website at a later date.

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00:10:53.308 --> 00:11:00.058

Thanks, Rachel this is and I'm just gonna recap what we.

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00:11:00.058 --> 00:11:06.448

Went over today, so that's the basic structure changes that are happening and we created.

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A transition of the community living team to the risk prevention team.

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So, we're operating as 1 now, and then we have streamlined supervision. We have created 3 new lead roles for each area, Central, Western, and Eastern.

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And they're listed there on the slide that's showing in our contact list is also there.

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The Western area lead is again Nicole Jones.

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The central area lead is Rachel.

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00:11:38.938 --> 00:11:42.328

And the eastern area lead is Carl.

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00:11:42.328 --> 00:11:49.318

And that those 3 leads are supervised by myself 3, Evans at the state level.

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00:11:49.318 --> 00:12:00.533

So that's our streamlined supervision. They're not replacing old leads because the community living coordination team did not have centralized leads before.

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So these are new roles that were created to help create efficiency and consistency.

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I'm looking in the chat box.

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We will post a copy of the PowerPoint on the divisions previously, recorded webinar page along with the fact.

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00:12:16.889 --> 00:12:29.729

Document as well for you guys, the other change to recap with the utilization of centralized mailboxes. So the transition that.

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Would be if you have a request for a person who is typically moving to be added to the consumer referral database, or maybe you have general questions, or concerns around the person who's physically moving.

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All of those would be directed to the transitions mailbox.

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And then the transfer mailbox would be for the transfer of case management. So the person might not physically be moving but.

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They are now going to have a new case manager.

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00:12:57.808 --> 00:13:02.249

Or support coordinator, and so those questions comments are requests.

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00:13:02.249 --> 00:13:07.198

Or, just the case management piece would go to transfer.

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00:13:08.903 --> 00:13:23.033

The, and those mailboxes will go live July. 1st.

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00:13:33.448 --> 00:13:40.318

And there is a question. Yeah so 1 of the, the things we hope.

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00:13:40.583 --> 00:13:48.383

angela's asking, if we would use that email those emails, instead of having to list out all the contacts that are listed in the transfer brochure.

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00:13:48.683 --> 00:14:02.063

And the answer is, yes, we're hoping that this will help make it easier on everybody to just know this is the 11 shop stop things moved and transfers so that you don't have to keep track of who needs to be contacted.

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00:14:09.144 --> 00:14:21.354

So, we're, we're working on lots of resources for you guys, we're working on, like, Rachel mentioned, revamping the manual looking at creating a transition web page. That would have everything.

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You need to know about transitions and transfers with including recorded training from 1 pagers.

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Um, the, the sections of each.

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00:14:31.288 --> 00:14:39.958

Each step and the move process as well broken out for you guys. So we have a lot in the works and we're looking forward to partnering with.

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00:14:39.958 --> 00:14:45.239

With you guys of their stakeholders to get your feedback throughout those updates as well.

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00:15:02.729 --> 00:15:06.269

All right, I think if you have other questions, please.

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00:15:06.269 --> 00:15:19.828

Feel free to put those in the Q a, or the chat box or email the transitions at that email address and we will take those and post as a follow up.

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00:15:19.828 --> 00:15:27.359

Back document on the web page, thank you guys for joining us for this real brief update.