

WEBVTT

1 "Nicole Jones" (2331953408)

00:00:00.000 --> 00:00:07.800

Nicole Jones, and I am the director of risk prevention and I'm going to let my associate introduce herself.

2 "Jill Shoemate" (3456535808)

00:00:07.800 --> 00:00:14.639

Good afternoon everyone I'm Jill shumate and I am our director of state support coordination.

3 "Nicole Jones" (2331953408)

00:00:15.749 --> 00:00:20.034

And today, we're here to talk a little bit about the transition procedures.

4 "Nicole Jones" (2331953408)

00:00:20.784 --> 00:00:35.724

The Department of mental health has been working on developing an online procedure and policy manual and the transition procedures are 1 of the 1st, that we worked on for the last couple of months. So most of this will likely.

5 "Nicole Jones" (2331953408)

00:00:35.749 --> 00:00:50.430

To be a review of the current process with slight changes in role, which we'll get into later on in the presentation. But for most of you, this process itself will be and essentially in a review of our current practices.

6 "Nicole Jones" (2331953408)

00:00:50.785 --> 00:01:03.775

Let me get into what is a transition so when we're talking about a transition, it's the process of an individual, either physically moving to a new home with residential services,

7 "Nicole Jones" (2331953408)

00:01:03.805 --> 00:01:10.255

or they're changing residential providers. And this process is divided up into 5 different.

8 "Nicole Jones" (2331953408)

00:01:10.430 --> 00:01:11.160

This.

9 "Nicole Jones" (2331953408)

00:01:11.605 --> 00:01:26.125

The 1st phase being provider selection, the 2nd phase being transition planning, the 3rd phase being move coordination. The 4th phase, being the posts follow up and the final phase being the transfer of the individual's record.

10 "Nicole Jones" (2331953408)

00:01:26.425 --> 00:01:27.414  
If applicable.

11 "Nicole Jones" (2331953408)  
00:01:28.920 --> 00:01:34.380  
So, who does this procedure apply to.

12 "Nicole Jones" (2331953408)  
00:01:34.380 --> 00:01:46.255  
This procedure applies to all the individuals approved for a comprehensive waiver slot who are moving into a new home with residential services, or who are changing residential service providers within the community.

13 "Nicole Jones" (2331953408)  
00:01:46.675 --> 00:01:54.355  
It also includes youth who are awarded a comprehensive labor slot. That is funded through an or inter, divisional agreement.

14 "Nicole Jones" (2331953408)  
00:01:54.380 --> 00:01:55.920  
Children's division.

15 "Jill Shoemate" (3456535808)  
00:01:58.470 --> 00:02:03.540  
So what's really changing today for.

16 "Jill Shoemate" (3456535808)  
00:02:03.540 --> 00:02:15.960  
The transition policies and procedure is the oversight of the transition calls. So formally the risk prevention. I'm going to butcher this coordinators consultants. Um.

17 "Jill Shoemate" (3456535808)  
00:02:15.960 --> 00:02:29.035  
We're overseeing all of the transition calls they were on the calls this is going to be transitioned to the support coordination supervisors or or if you're have other roles,

18 "Jill Shoemate" (3456535808)  
00:02:29.035 --> 00:02:35.815  
a mentor role on your agency team um, with some support also from the assistant director, and they are.

19 "Jill Shoemate" (3456535808)  
00:02:35.960 --> 00:02:37.950  
Regional Office directors.

20 "Jill Shoemate" (3456535808)  
00:02:40.585 --> 00:02:54.505  
So, we're going to go ahead and get started. We have a procedure B through f for 1 is for each phase as Nicole went through the 5 phases phases of the transition. There's a procedure for each 1 of those phases.

21 "Jill Shoemate" (3456535808)

00:02:55.225 --> 00:02:59.875

And I just want to add, she added it in the chat just now. Thanks, Nicole.

22 "Jill Shoemate" (3456535808)

00:03:00.765 --> 00:03:14.775

These are posted on the dot Gov governance page under a policy and procedure tab and you should have also received, um, links to these through the DD mail system.

23 "Jill Shoemate" (3456535808)

00:03:14.805 --> 00:03:17.505

If you are linked to that.

24 "Jill Shoemate" (3456535808)

00:03:18.300 --> 00:03:25.230

Okay, I'm going to go ahead and get started with the 1st procedure, which is 9.4 B, provider selection.

25 "Jill Shoemate" (3456535808)

00:03:26.730 --> 00:03:30.840

So, the responsibilities for this procedure.

26 "Jill Shoemate" (3456535808)

00:03:31.345 --> 00:03:38.785

1st is the sending and as Nicole stated, this should be review the sending se will initiate the transition process.

27 "Jill Shoemate" (3456535808)

00:03:38.785 --> 00:03:50.815

So this includes identifying the need for residential services, or the need to change to a new residential provider and that support coordinator will facilitate meetings between.

28 "Jill Shoemate" (3456535808)

00:03:50.840 --> 00:03:53.010

Mutually interested parties.

29 "Jill Shoemate" (3456535808)

00:03:53.185 --> 00:04:07.255

To facilitate choice of the service provider and make sure the provider understands the individual's support needs and they will also evaluate whether the chosen service provider site meets all of those CBS,

30 "Jill Shoemate" (3456535808)

00:04:07.255 --> 00:04:12.805

the homeland community based service requirements. So ensuring that it's accessible to the.

31 "Jill Shoemate" (3456535808)

00:04:13.605 --> 00:04:27.705

Based on identified needs that it's integrated and supports full access to the community and meets all requirements regarding an individual's

rights of privacy, dignity and respect and then also freedom from coercion and restraint.

32 "Jill Shoemate" (3456535808)  
00:04:30.864 --> 00:04:39.924

As we talked about this is the biggest change that you'll notice today, the responsibility of the sending support coordinator supervisor or their designee,

33 "Jill Shoemate" (3456535808)  
00:04:40.614 --> 00:04:50.454

they will be who's providing additional technical support to the support coordinators for any transitions deemed an emergency. They'll be doing the oversight on those calls.

34 "Jill Shoemate" (3456535808)  
00:04:50.479 --> 00:04:51.089  
Was.

35 "Jill Shoemate" (3456535808)  
00:04:51.354 --> 00:05:04.584

And technical support includes facilitation of emergency transition calls, doing some provider outreach, if needed helping with plan amendments, submission of emergency request,

36 "Jill Shoemate" (3456535808)  
00:05:04.794 --> 00:05:11.064

and just any increased coordination with the individual's planning team. So really, just there is an additional support.

37 "Jill Shoemate" (3456535808)  
00:05:11.089 --> 00:05:14.549

To the support, coordinate support coordinator.

38 "Nicole Jones" (2331953408)  
00:05:17.399 --> 00:05:31.974

And then the risk prevention consultant will also be responsible for supporting the planning team during transitions that are deemed in emergency and that support includes consulting on provider capacity for that provider to support the individual's

39 "Nicole Jones" (2331953408)  
00:05:31.974 --> 00:05:37.314

behavioral needs being able to offer tier 2 resources and support to.

40 "Nicole Jones" (2331953408)  
00:05:37.399 --> 00:05:50.924

Those temporary providers like hospitals, jails, emergency crisis beds, things like that, and also serving as liaison between the transition team tier 1, Tier 3,

41 "Nicole Jones" (2331953408)  
00:05:50.954 --> 00:05:55.634

behavioral health and any other state and local resources as needed.

42 "Nicole Jones" (2331953408)

00:05:57.399 --> 00:06:07.289

The responsibility of the to connect teams with their appropriate resources. However, they're not going to be responsible for developing or implementing individualized supports.

43 "Nicole Jones" (2331953408)

00:06:07.289 --> 00:06:15.539

They are also responsible for managing the transitions inbox and our administrative.

44 "Nicole Jones" (2331953408)

00:06:15.539 --> 00:06:19.439

Assistant will help us with that as well as the consumer referral database.

45 "Nicole Jones" (2331953408)

00:06:23.729 --> 00:06:26.849

So, let's talk about what's an emergency transition.

46 "Nicole Jones" (2331953408)

00:06:26.849 --> 00:06:38.394

An emergency transition is where an individual is currently in a hospital, a jail, some sort of temporary treatment center where they're ready for discharge from a state operated program,

47 "Nicole Jones" (2331953408)

00:06:38.634 --> 00:06:46.824

or they're considered homeless and outside of those statuses there's also the opportunity.

48 "Nicole Jones" (2331953408)

00:06:46.849 --> 00:06:53.864

For regional office directors, or assistant directors to request that an individual be considered an emergency placement,

49 "Nicole Jones" (2331953408)

00:06:53.894 --> 00:07:04.124

even if they don't meet those needs after they have a chance to review it and they'll send that referral to the transition inbox for consideration.

50 "Nicole Jones" (2331953408)

00:07:07.199 --> 00:07:10.409

So, that will bring us straight into the procedure itself.

51 "Nicole Jones" (2331953408)

00:07:12.924 --> 00:07:26.484

The 1st, part of a transition is initiating the referral descending. So, completes that transition referral packet and they send it to the transition inbox. The packet is composed of the consumer referral profile form.

52 "Nicole Jones" (2331953408)

00:07:26.994 --> 00:07:29.184  
The house may compatibility towards survey.

53 "Nicole Jones" (2331953408)  
00:07:29.874 --> 00:07:37.794  
The individual's current ISP and behaviour support plan if it's applicable any amendments to the ISP or the BSP,

54 "Nicole Jones" (2331953408)  
00:07:38.034 --> 00:07:49.434  
they will also submit an authorization for disclosure if the individuals under the age of 21 and then they will also indicate in their email to the transition inbox. Whether that person. person

55 "Nicole Jones" (2331953408)  
00:07:49.489 --> 00:07:53.429  
Is in an emergency transition situation.

56 "Nicole Jones" (2331953408)  
00:07:56.609 --> 00:08:05.249  
From there, the admin assistant for the risk prevention team is going to be managing our inbox. And so they will, um.

57 "Nicole Jones" (2331953408)  
00:08:05.394 --> 00:08:17.844  
Look at the referrals that come in, and if the referrals are not considered complete, they're missing some of those required documents. They will notify the support coordinator that the packet is incomplete. Why?

58 "Nicole Jones" (2331953408)  
00:08:17.844 --> 00:08:25.194  
It's incomplete and ask that they re, submit the packet. And then the sending will be responsible for.

59 "Nicole Jones" (2331953408)  
00:08:25.249 --> 00:08:29.939  
Resubmitting the packet once they've had a chance to correct the missing documents.

60 "Nicole Jones" (2331953408)  
00:08:31.979 --> 00:08:46.044  
If the consumer referral database backup is complete, what will happen is the administrative assistant will do 2 checks one's on the Missouri highway patrol, sex offender registry Nexus on the juvenile sex offender registry.

61 "Nicole Jones" (2331953408)  
00:08:46.284 --> 00:08:51.174  
If the individuals under 21, and we do this for notification and data tracking requirements. requirements

62 "Nicole Jones" (2331953408)  
00:08:51.269 --> 00:09:06.089

They will also then determine whether this individual is in need of an emergency transition. And if so we'll notify the rpc leads, who will then assign an rpc and then they will publish the referral to the consumer referral database.

63 "Nicole Jones" (2331953408)  
00:09:09.779 --> 00:09:19.229

The rpc team will also then send an email to the support coordinator once that referral has been published on the, and they will provide them with the referral number.

64 "Nicole Jones" (2331953408)  
00:09:19.229 --> 00:09:30.869

And whether the case was determined to be an emergency transition, or not sending, will then also be responsible with notifying the individual and Guardian that the referral is open on the severity.

65 "Nicole Jones" (2331953408)  
00:09:33.869 --> 00:09:42.329

The administrative assistant will then forward any and all acceptances on the from potential service providers to the sending.

66 "Nicole Jones" (2331953408)  
00:09:42.329 --> 00:09:51.659

And the sending se will then be responsible for forwarding those acceptances or information on those interested providers to the individual. And the Guardian.

67 "Nicole Jones" (2331953408)  
00:09:54.659 --> 00:10:02.399

So, if an individual is interested in receiving services from 1 of the providers, who's accepted on the.

68 "Nicole Jones" (2331953408)  
00:10:02.399 --> 00:10:17.099

The sending will then facilitate introductory meetings between the individual, the Guardian potential housemates, and the potential new service provider, and these meetings can be in person. They can be virtual. They can be over the phone.

69 "Nicole Jones" (2331953408)  
00:10:17.099 --> 00:10:30.389

Just like it is happening today and the purpose of that meeting is really just to try to determine whether it will be a good fit for services and whether they would like to utilize that provider for residential services.

70 "Nicole Jones" (2331953408)  
00:10:30.389 --> 00:10:37.829

If the individual declines to receive services from the provider, participating in that introductory meeting.

71 "Nicole Jones" (2331953408)  
00:10:37.829 --> 00:10:48.389

What will happen is that we'll go back to provider selection process and that will continue until we identify an acceptable provider. And the sending se will notify.

72 "Nicole Jones" (2331953408)  
00:10:48.389 --> 00:10:51.539  
The provider of the individual's decision.

73 "Nicole Jones" (2331953408)  
00:10:51.539 --> 00:11:00.839  
Once the individual has selected a new residential provider, the team will then follow procedure, which is about planning the transition.

74 "Jill Shoemate" (3456535808)  
00:11:03.209 --> 00:11:13.529  
Okay, so we've selected that provider and now I'm going to go over 9.4 C, transition planning and the responsibilities for this.

75 "Jill Shoemate" (3456535808)  
00:11:13.529 --> 00:11:27.359  
The responsibilities are sending support coordinator is responsible for leading the transition planning process for the individual. So, as I stated earlier, this is similar and what you do now. So.

76 "Jill Shoemate" (3456535808)  
00:11:28.194 --> 00:11:39.174  
Scheduling that the Pre transition meeting communication with the transition planning team, updating the ISP so that you prepare for the move,

77 "Jill Shoemate" (3456535808)  
00:11:39.864 --> 00:11:47.214  
facilitate a site visit and visit with potential roommates and then completing the other transition duties as outlined in the.

78 "Jill Shoemate" (3456535808)  
00:11:47.359 --> 00:11:50.699  
Checklist for residential community living moves.

79 "Jill Shoemate" (3456535808)  
00:11:50.699 --> 00:12:02.424  
Um, the sending support coordinator, or the designee will provide that technical support again in this procedure and that technical support includes,

80 "Jill Shoemate" (3456535808)  
00:12:02.424 --> 00:12:06.174  
but is not limited to facilitation of those transition calls.

81 "Jill Shoemate" (3456535808)  
00:12:06.509 --> 00:12:09.929  
Again, provider, outreach, completing plan amendments.

82 "Jill Shoemate" (3456535808)



00:12:09.929 --> 00:12:16.349

Submission of emergency you are requests and an increased coordination with the individual's planning team.

83 "Jill Shoemate" (3456535808)

00:12:18.624 --> 00:12:30.534

The sending regional office is responsible for approving and reviewing all the plans and budgets that have increases to support the individuals move to a new home. So, changes are increases just as they do.

84 "Jill Shoemate" (3456535808)

00:12:30.534 --> 00:12:38.034

Now, the sending and receiving the client information centers, some regional offices. This is.

85 "Jill Shoemate" (3456535808)

00:12:38.384 --> 00:12:49.304

As the medical records staff, they're the regional office staff that maintain the records they're responsible for supporting the transition by transferring the individual's file.

86 "Jill Shoemate" (3456535808)

00:12:49.664 --> 00:12:58.154

They insure there's proper communication to the necessary regional office team members and they also manage the or.

87 "Jill Shoemate" (3456535808)

00:12:58.209 --> 00:13:00.539

Episode of care in Seymour.

88 "Nicole Jones" (2331953408)

00:13:04.434 --> 00:13:19.044

Regarding the risk prevention consultant, again, they're responsible for supporting teams when they have transitions deemed in emergency and that support looks like providing consultation on a provider capacity to be able to support that person,

89 "Nicole Jones" (2331953408)

00:13:19.044 --> 00:13:24.264

especially with behavioral needs, being able to offer those tier 2 resources to those.

90 "Nicole Jones" (2331953408)

00:13:24.349 --> 00:13:37.634

Temporary providers, the hospitals and jails they will also be coaching the newly selected residential provider so they can help them implement, appropriate supports for the individuals. So There'll be successful in the new home.

91 "Nicole Jones" (2331953408)

00:13:38.144 --> 00:13:44.324

And those appropriate supports can look like safety crisis plans, behavior, support plans, establishing.

92 "Nicole Jones" (2331953408)  
00:13:44.349 --> 00:13:54.089  
Behavioral medical or psychiatric providers is appropriate and staff training on recommended interventions in order to increase provider capacity.

93 "Nicole Jones" (2331953408)  
00:13:54.384 --> 00:13:57.444  
We'll also connect the team with any tier 1 tier 3,

94 "Nicole Jones" (2331953408)  
00:13:57.444 --> 00:14:12.204  
behavioral health or local or an area of resources as appropriate and they will just a reminder help connect teams with those resources but they will not be responsible for developing or implementing any individualized supports for

95 "Nicole Jones" (2331953408)  
00:14:12.204 --> 00:14:13.254  
the person.

96 "Nicole Jones" (2331953408)  
00:14:16.829 --> 00:14:21.149  
So, let's get into transition planning 9.

97 "Nicole Jones" (2331953408)  
00:14:22.169 --> 00:14:35.784  
So, transition planning, just like it is today, once a provider is identify, the sending will notify via email the transition and transfer contact as it needs that includes sending and receiving regional office contacts,

98 "Nicole Jones" (2331953408)  
00:14:36.024 --> 00:14:42.084  
the transition transfer contact designee for the receiving or regional office and.

99 "Nicole Jones" (2331953408)  
00:14:42.169 --> 00:14:45.089  
The transitions, email inbox.

100 "Nicole Jones" (2331953408)  
00:14:45.504 --> 00:14:52.554  
The transition and transfer designation can be identified in our support coordination, transition and transfer contacts for sure.

101 "Nicole Jones" (2331953408)  
00:14:52.554 --> 00:15:00.534  
Which is on the website and the notification should include electronic copies of the ISP BSP if applicable and a demographic page.

102 "Nicole Jones" (2331953408)  
00:15:03.654 --> 00:15:13.614

Receiving so that's our client information centers. Our medical records staff will then notify the regional office nurse of that incoming residential move.

103 "Nicole Jones" (2331953408)

00:15:14.244 --> 00:15:23.274

They will also if the person is moving into a host home service site or a group home, they will notify the business office.

104 "Nicole Jones" (2331953408)

00:15:23.539 --> 00:15:31.259

The outgoing residential moves so that they can end the standard means testing financial questionnaire.

105 "Nicole Jones" (2331953408)

00:15:31.259 --> 00:15:38.759

And the receiving will also open a 2nd episode of care to support the individual's transition.

106 "Nicole Jones" (2331953408)

00:15:38.759 --> 00:15:50.879

If the individual's been determined and needed an emergency transition that will also be providing additional support to the team, which we've gone over previously. And that's really consulting on provider capacity.

107 "Nicole Jones" (2331953408)

00:15:50.879 --> 00:15:57.629

Identifying appropriate supports to help that individual be successful and then connecting them to resources.

108 "Nicole Jones" (2331953408)

00:16:00.714 --> 00:16:08.874

If the individual is moving into residential services for the 1st time, an initial health risk screen, and any identified health risk,

109 "Nicole Jones" (2331953408)

00:16:08.874 --> 00:16:19.734

support plans are going to be completed as part of that isb amendment process process for initiating residential services. The designated residential are in her will.

110 "Nicole Jones" (2331953408)

00:16:19.999 --> 00:16:34.424

Facilitate the completion of the screen and any applicable health risk support plans, and the health screen is to be updated at least annually as a component of the ISP review process. This process also requires that the hearse be updated throughout the year.

111 "Nicole Jones" (2331953408)

00:16:34.424 --> 00:16:39.914

When changes in status are identified that change any of those 1st, reading items for us.

112 "Nicole Jones" (2331953408)

00:16:41.484 --> 00:16:45.174

If the individual is moving to a new provider directly from a hospital,

113 "Nicole Jones" (2331953408)

00:16:45.324 --> 00:16:59.994

the sending se will contact that hospital as soon as they can after admission to make sure to request that they participate in any discharge planning and ensure that that receiving provider is given all written medication orders as well as.

114 "Nicole Jones" (2331953408)

00:17:00.109 --> 00:17:07.139

Training and instruction regarding any care procedures, techniques, use and monitoring of equipment and any other elements of care.

115 "Nicole Jones" (2331953408)

00:17:10.199 --> 00:17:25.164

The initial transition meeting that's sending you will schedule that they can occur in person virtually over the phone just like they are done today the sending se should try to hold that meeting, at least 2 weeks before the anticipated move date.

116 "Nicole Jones" (2331953408)

00:17:25.164 --> 00:17:30.174

And that. So, we can make sure everything's in place for the move. The transition.

117 "Nicole Jones" (2331953408)

00:17:30.199 --> 00:17:36.584

The meeting will include the individual, the Guardian, the receiving support coordinator, or support coordinator supervisor.

118 "Nicole Jones" (2331953408)

00:17:37.124 --> 00:17:50.114

The current provider is applicable, and then the new provider the sending and receiving nurses should also be included in the call when the person centered planning and needs assessment. Like the health risk screening tool indicate that.

119 "Nicole Jones" (2331953408)

00:17:50.199 --> 00:17:52.529

There's a need for a health risk support plan.

120 "Nicole Jones" (2331953408)

00:17:53.424 --> 00:18:05.394

And if the individual has been determined in need of an emergency transition, the sending se, supervisor, or designee should offer additional technical assistance to the sending support coordinator during the transition planning phase,

121 "Nicole Jones" (2331953408)

00:18:05.394 --> 00:18:08.814

just to make sure that all the necessary components of the transition are met.

122 "Nicole Jones" (2331953408)

00:18:11.849 --> 00:18:25.679

During the transition call, the sending will complete sections a B, and see if the checklist just says it's done today and they will identify and resolve any pending action items at that meeting.

123 "Nicole Jones" (2331953408)

00:18:25.679 --> 00:18:32.579

The sending will need to set up the post move call to occur within 15 to 30 days after the movement date.

124 "Nicole Jones" (2331953408)

00:18:32.579 --> 00:18:40.019

And then they will send that checklist to the transition inbox for tracking within 10 days of that initial transition meeting.

125 "Nicole Jones" (2331953408)

00:18:42.779 --> 00:18:57.174

Sending SC will then arrange for the individual to complete a site visit at the new home. If an in person site visit isn't in the best interest of the individual, we can use pictures videos or any other methods to help that person get introduced into their new home.

126 "Nicole Jones" (2331953408)

00:18:57.869 --> 00:19:10.284

Sending will also document the plan for the move and an isb amendment amendment. If during the transition process, the individuals annual ISPs can going to be due within 90 days of the move date.

127 "Nicole Jones" (2331953408)

00:19:10.524 --> 00:19:13.644

The sending is responsible for renewing the ISP.

128 "Nicole Jones" (2331953408)

00:19:14.724 --> 00:19:27.984

And they will make sure that the individual guardian sign all necessary documents, including the ISP, any amendments, Medicaid waiver, provider and services choice statement and they'll submit to the ISP,

129 "Nicole Jones" (2331953408)

00:19:28.914 --> 00:19:33.654

the amendment and budget through the regional offices utilization review process.

130 "Jill Shoemate" (3456535808)

00:19:36.179 --> 00:19:45.839

Okay, so we're going to move to procedure 9.4 D, move coordination and I'm going to go over the responsibilities.

131 "Jill Shoemate" (3456535808)

00:19:46.044 --> 00:19:53.484

1st, so the responsibilities for move coordination are primarily the sending support coordinator.

132 "Jill Shoemate" (3456535808)

00:19:53.993 --> 00:20:05.754

Most of this is done during that initial initial transition meeting is when you're discussing the supports that need to be in place for a successful move now you're responsible for.

133 "Jill Shoemate" (3456535808)

00:20:05.839 --> 00:20:07.079

Ensuring that.

134 "Jill Shoemate" (3456535808)

00:20:07.079 --> 00:20:20.999

Those supports have been put in place and the individual is supported during that move phase and some of the follow up during their transition. So nicole's going to go over all of the procedure steps for this.

135 "Nicole Jones" (2331953408)

00:20:20.999 --> 00:20:27.419

All right, so the procedures for the move coordination.

136 "Nicole Jones" (2331953408)

00:20:27.894 --> 00:20:36.864

So the sending SC, and regional office will maintain responsibility for that individual and support coordination during the duration of the transition.

137 "Nicole Jones" (2331953408)

00:20:37.584 --> 00:20:46.824

And for the 1st, 30 days after the move, the receiving provider will build the sending regional office for approved services until the effective date of transfer.

138 "Nicole Jones" (2331953408)

00:20:47.129 --> 00:20:56.189

And then, for the 1st, 30 days after the move event reports will be sent from the provider to the receiving regional office and support coordinator.

139 "Nicole Jones" (2331953408)

00:20:56.189 --> 00:21:03.389

Where they will be entered into Seymour, the receiving regional office will then send a copy of the event report form to the sending.

140 "Nicole Jones" (2331953408)

00:21:06.269 --> 00:21:18.594

The sending Messenger that these following items are provided to the receiving provider at least 1 week before the move end date, the current ISP and the addendums and budget and funding authorizations,

141 "Nicole Jones" (2331953408)

00:21:18.984 --> 00:21:25.944

the safety crisis plan if applicable a behavior support plan if applicable current decision orders.

142 "Nicole Jones" (2331953408)  
00:21:26.269 --> 00:21:32.429  
Current specialized medical information and information regarding diet and allergies.

143 "Nicole Jones" (2331953408)  
00:21:33.479 --> 00:21:48.449  
The sending us, he must also ensure that no, later than the day of the move, the following was received by the receiving provider, a minimum of 7 day supply of current medications, current physical vision and dental exams.

144 "Nicole Jones" (2331953408)  
00:21:48.449 --> 00:22:03.239  
Medicaid Medicare and social security cards, their current immunization records, adaptive equipment, their clothing and personal care items, uh, personal property inventory and then documentation of the guardianship and Peggy.

145 "Nicole Jones" (2331953408)  
00:22:03.239 --> 00:22:17.489  
Personal spending money, which has been assigned to the individual will move with the individual personal spending money that's still in the provider's account who will be returned to the regional office, or otherwise directed by the regional office within 30 days.

146 "Nicole Jones" (2331953408)  
00:22:19.529 --> 00:22:25.349  
Sending will update Seymour with the individual's new demographic information.

147 "Nicole Jones" (2331953408)  
00:22:25.349 --> 00:22:32.969  
They will be responsible to remind the sending and receiving providers to review and sign off on the personal inventory form.

148 "Nicole Jones" (2331953408)  
00:22:33.744 --> 00:22:43.404  
If the home is a new SSL service site and repairs or changes were necessary, based on the initial environment site, review form,

149 "Nicole Jones" (2331953408)  
00:22:43.734 --> 00:22:52.944  
the sending se is responsible for ensuring that the new home pass the inspection prior to move. If repairs or changes were needed and have yet to.

150 "Nicole Jones" (2331953408)  
00:22:52.969 --> 00:22:57.719  
For a new date must be chosen post repairs and modification.

151 "Jill Shoemate" (3456535808)  
00:23:01.199 --> 00:23:07.889

So, that individual has moved, and now we're ready for procedure. 9.4 E, the post move, follow up.

152 "Jill Shoemate" (3456535808)

00:23:08.814 --> 00:23:20.154

The responsibility again is primarily the sending support coordinator. They have already scheduled typically, during the initial transition meeting that post move meeting.

153 "Jill Shoemate" (3456535808)

00:23:20.154 --> 00:23:27.804

So they're going to facilitate the post move meeting and ensure that all the final components of the transition are complete. There's no.

154 "Jill Shoemate" (3456535808)

00:23:27.889 --> 00:23:38.039

Additional supports needed and the individual's ready for an administrative transfer. So Nicole will again go through the procedural steps.

155 "Nicole Jones" (2331953408)

00:23:38.039 --> 00:23:42.179

Right, yeah, so the procedures for that post move, follow up.

156 "Nicole Jones" (2331953408)

00:23:43.319 --> 00:23:50.969

So, the sending FC will facilitate the post move meeting that occurs within 15 to 30 days after the move.

157 "Nicole Jones" (2331953408)

00:23:50.969 --> 00:24:02.669

The post move meeting date is typically set during that initial transition meeting as outlined in 90 the transition planning procedure. The post move meeting will include the sending se.

158 "Nicole Jones" (2331953408)

00:24:02.669 --> 00:24:07.169

The individual, the Guardian, the receiving SC and the new provider.

159 "Nicole Jones" (2331953408)

00:24:07.169 --> 00:24:19.649

The sending will verify on the call that all pieces of the transitions have been completed by reviewing sections. So any outstanding they're going to make sure it's resolved. And in place.

160 "Nicole Jones" (2331953408)

00:24:19.649 --> 00:24:27.059

The sending, I see will also complete the final components of the transition as outlined in section D of the checklist.

161 "Nicole Jones" (2331953408)

00:24:27.059 --> 00:24:39.209



If any changes are needed or new outcomes, and action steps are developed during the post meeting the sending se will provide an up to date ISP amendment to the receiving SC upon transfer.

162 "Nicole Jones" (2331953408)

00:24:39.744 --> 00:24:50.364

And a transfer date must be determined at the post move meeting the transfer must be completed within 30 days of the move. If additional service requests are needed, the transfer must still occur.

163 "Nicole Jones" (2331953408)

00:24:50.364 --> 00:24:55.014

And the new receiving SC will complete the request for new services through you are.

164 "Nicole Jones" (2331953408)

00:24:58.709 --> 00:25:07.944

Sending will also then send the completed checklists to the planning team store it in the consumer file, and then also send it to the transition inbox.

165 "Nicole Jones" (2331953408)

00:25:08.364 --> 00:25:17.544

The admin assistant for the risk prevention team will review that checklist for completion and document its completion. The administrative assistant will then remove the individual from the.

166 "Nicole Jones" (2331953408)

00:25:18.509 --> 00:25:27.179

The sending will then start the administrative file transfer process by following procedure. 9, the file transfer.

167 "Jill Shoemate" (3456535808)

00:25:29.249 --> 00:25:33.419

I might go over the last procedure, which is 9.

168 "Jill Shoemate" (3456535808)

00:25:34.404 --> 00:25:43.194

Point 4, after transition responsibilities, the sending is responsible for completing the transfer form,

169 "Jill Shoemate" (3456535808)

00:25:43.194 --> 00:25:53.034

which triggers the administrative file transfer process the sending and receiving or client information centers as I stated earlier.

170 "Jill Shoemate" (3456535808)

00:25:53.444 --> 00:26:01.874

Known as the medical record staff at the regional offices, they're responsible for tracking all of the file transfer requests.

171 "Jill Shoemate" (3456535808)

00:26:02.144 --> 00:26:11.024

They start and end any in Seymour, the episodes of care and s'more and they finalize the file transfer process for us.

172 "Nicole Jones" (2331953408)

00:26:14.159 --> 00:26:18.719

All right, so the, the procedure for transfer.

173 "Nicole Jones" (2331953408)

00:26:20.844 --> 00:26:33.354

So, once we've set a transfer acceptance date, the sending will complete the transfer form and verify that all of the items on the file audit checklist are contained within the file.

174 "Nicole Jones" (2331953408)

00:26:34.104 --> 00:26:40.134

The sending will send the transfer packet, which is the transfer form consumer profile housemate survey.

175 "Nicole Jones" (2331953408)

00:26:40.399 --> 00:26:53.999

For an isb in any addendums to the sending and receiving contacts as outlined in the transfer contact brochure, the sending will notify the sending business office of the file transfer.

176 "Nicole Jones" (2331953408)

00:26:54.834 --> 00:27:09.204

Within 3 days of the receiving of receiving the transfer packet, receiving support coordinator's supervisor will confirm receipt of the transfer packet, provide an effective date of transfer and name the assigned support coordinator.

177 "Nicole Jones" (2331953408)

00:27:11.849 --> 00:27:19.589

But sending will update all information in Seymour and authorizations 1 day prior to the date of transfer.

178 "Nicole Jones" (2331953408)

00:27:20.244 --> 00:27:30.414

The sending who was in the episode of care 1 day prior to the date of transfer, the receiving will open the episode of care, if not already opened,

179 "Nicole Jones" (2331953408)

00:27:30.714 --> 00:27:38.814

and the receiving SC will enter in any authorizations the file shall be transferred by sending by the sending regional office or sending.

180 "Nicole Jones" (2331953408)

00:27:39.589 --> 00:27:49.709

Within 5 business days of the effective transfer date, and the transfer document should include all the documents as outlined and directive 1.060 appendix a.

181 "Nicole Jones" (2331953408)

00:27:52.469 --> 00:28:02.124

So, if you have any questions, um, we're gonna try and answer questions here today. We also have a Q, a document that we will draft and have come out.

182 "Nicole Jones" (2331953408)

00:28:02.634 --> 00:28:12.294

But if you think of any additional questions, you can send that to the tier 2 at DMA, stop mode, email inbox with the subject line transition procedure.

183 "Nicole Jones" (2331953408)

00:28:12.469 --> 00:28:13.349

Question.

184 "Nicole Jones" (2331953408)

00:28:14.609 --> 00:28:27.719

So, for the policy, we had the procedure put out for comments. We had our webinars is our last 1. we had 1 on the 12th, the 17th and here we are today with our last 1.

185 "Nicole Jones" (2331953408)

00:28:28.584 --> 00:28:35.394

We also have an opportunity to come and meet with the tier 2 team at our coffee and chat on. May 9th.

186 "Nicole Jones" (2331953408)

00:28:35.424 --> 00:28:47.364

If you have any additional questions, I will put our website in the chat box for you that has the button on there to.

187 "Nicole Jones" (2331953408)

00:28:47.719 --> 00:28:52.139

Join that coffee and chat it's at 90 am on. May 9.

188 "Nicole Jones" (2331953408)

00:28:52.139 --> 00:29:05.729

We plan to go live, may 15th, and as a support will have new hire training for supervisors and supervisor designated to come and learn the transition process.

189 "Nicole Jones" (2331953408)

00:29:05.729 --> 00:29:11.579

Um, and that's kind of the timeline so we're available for questions.

190 "Nicole Jones" (2331953408)

00:29:14.189 --> 00:29:19.139

Let me go ahead and I'm going to scroll up to the very top of.

191 "Nicole Jones" (2331953408)

00:29:19.494 --> 00:29:28.704

The chat box, Michelle has a suggestion if the packet sent in for the is not complete.

192 "Nicole Jones" (2331953408)

00:29:29.094 --> 00:29:38.934

I recommend you notify the se supervisor at least the CC, the supervisor, and the email to the SC and Dana agreed with that comment as well.

193 "Nicole Jones" (2331953408)

00:29:39.464 --> 00:29:40.874

I appreciate that feedback.

194 "Nicole Jones" (2331953408)

00:29:40.874 --> 00:29:55.304

I think we tried to just kind of depends on the influx of referrals that we have coming through because we have to dig around to make sure we find the correct supervisor for all the supervisors across the state.

195 "Nicole Jones" (2331953408)

00:29:56.114 --> 00:29:59.054

So, we try to, I think something you might.

196 "Nicole Jones" (2331953408)

00:29:59.164 --> 00:30:11.734

Also consider is asking the to make sure you're CC because if you are on the original email, we reply to everyone who is on the original email. So you would get that notification that way too.

197 "Nicole Jones" (2331953408)

00:30:11.734 --> 00:30:16.684

And that would also help us move quick when it comes to managing that inbox.

198 "Nicole Jones" (2331953408)

00:30:16.919 --> 00:30:20.639

Um.

199 "Nicole Jones" (2331953408)

00:30:22.049 --> 00:30:30.989

Amanda, she asked the question, does the transfer occur if all documents are not available from the sending SC.

200 "Nicole Jones" (2331953408)

00:30:30.989 --> 00:30:44.279

So, the sending FC is responsible for getting everything done. So the amendments, any rights restrictions or things that need to happen that all has to happen before the transfer can occur.

201 "Jill Shoemate" (3456535808)

00:30:45.954 --> 00:30:56.484

Jill, do you have anything to add to that? Um, I don't well, unless they typically you discuss it during the transition meeting.

202 "Jill Shoemate" (3456535808)

00:30:56.484 --> 00:31:05.814

So occasionally there are documents that are missing and sometimes then it's agreed upon with the team of who will complete that, or how it will work.

203 "Jill Shoemate" (3456535808)  
00:31:05.839 --> 00:31:08.579  
But typically, yes, the sending SC.

204 "Jill Shoemate" (3456535808)  
00:31:08.579 --> 00:31:11.609  
As them done prior to the transfer.

205 "Jill Shoemate" (3456535808)  
00:31:11.609 --> 00:31:14.999  
Um.

206 "Nicole Jones" (2331953408)  
00:31:14.999 --> 00:31:27.929  
Florida said, she came in a few minutes late. She, with this guidance be for residential services are all transitions. So this is only for this process here for those people who are getting residential services. So, um.

207 "Nicole Jones" (2331953408)  
00:31:27.929 --> 00:31:38.159  
People who have a comprehensive labor, or an idea which children's division that are seeking residential services and are moving does not apply to, um.

208 "Nicole Jones" (2331953408)  
00:31:38.159 --> 00:31:42.539  
Non residential service transfers or moves that happened in the state.

209 "Nicole Jones" (2331953408)  
00:31:43.949 --> 00:31:49.709  
Hello.

210 "Nicole Jones" (2331953408)  
00:31:49.709 --> 00:31:54.419  
Christina, thank you we appreciate that.

211 "Nicole Jones" (2331953408)  
00:31:54.419 --> 00:32:08.514  
We do know that the supervisors listed in the more, and then from there, you can look up their email and human resources again. It just takes a lot of time to do that with the amount of referrals that we have.

212 "Nicole Jones" (2331953408)  
00:32:08.904 --> 00:32:14.154  
So, we do try to we definitely do involve them in any notifications about 30 day.

213 "Nicole Jones" (2331953408)  
00:32:14.419 --> 00:32:26.579

Says or emergency placement cases that come in, but with just the sheer volume of referrals, we don't necessarily always reply when it's an incomplete referral and look for that supervisor.

214 "Nicole Jones" (2331953408)

00:32:30.264 --> 00:32:38.814

Colleen, so her question is, we will not be following the transition process for child specific contract situations. Correct?

215 "Nicole Jones" (2331953408)

00:32:39.324 --> 00:32:47.994

And so the transition process is not something that is required for child specific contracts. We would suggest using.

216 "Nicole Jones" (2331953408)

00:32:48.319 --> 00:33:01.424

The checklist to keep kind of things straight, make sure everything happens correctly for a child specific contract, but it's not required and we are no longer placing them on the consumer referral database.

217 "Nicole Jones" (2331953408)

00:33:01.844 --> 00:33:07.844

They're to go through their residential care screening team to get placement options.

218 "Nicole Jones" (2331953408)

00:33:09.179 --> 00:33:15.389

No problem.

219 "Jill Shoemate" (3456535808)

00:33:26.844 --> 00:33:37.554

Um, I see a question from Jennifer of will this transition process be amended when connection rolls out? Um, there will be updates most likely to the process.

220 "Jill Shoemate" (3456535808)

00:33:37.889 --> 00:33:43.169

That will match the connection process, so yes, there will be some updates.

221 "Nicole Jones" (2331953408)

00:33:55.049 --> 00:34:02.639

Diane, will the update a checklist be sent out soon to everyone? Do we use the 1 on the website? So I would say.

222 "Nicole Jones" (2331953408)

00:34:02.639 --> 00:34:16.524

Best practice is always use the forms that are on the website, they're the most up to date, we will be updating quite a few documents on the website to reflect a couple of changes that have happened. Right?

223 "Nicole Jones" (2331953408)

00:34:16.524 --> 00:34:22.614

So we have the Hearst on May. 1st, so the checklist needs to be updated to reflect that, but then we also need to make.

224 "Nicole Jones" (2331953408)

00:34:22.664 --> 00:34:36.464

Make sure that all of our previous documentations are in line with this policy moving forward. So we have plans to get those updated and then we plan to send a DD blast, make sure people know that those updates have happened.

225 "Nicole Jones" (2331953408)

00:34:36.944 --> 00:34:39.854

But, yes, if you use a 1 on the website, you should be good to go.

226 "Nicole Jones" (2331953408)

00:34:40.319 --> 00:34:48.389

Bye bye.

227 "Nicole Jones" (2331953408)

00:34:50.009 --> 00:34:56.219

Any other questions are.

228 "Nicole Jones" (2331953408)

00:34:58.319 --> 00:35:03.629

Comments.

229 "Nicole Jones" (2331953408)

00:35:08.609 --> 00:35:15.839

Okay.

230 "Nicole Jones" (2331953408)

00:35:25.614 --> 00:35:40.374

So, Sonia asked, why does I'm receiving pcms asked for the transfer form prior to transition meeting being held to receive a response once from a TCM that said they were asking for the trans performance is 1 of the required documents for initiating a transition process,

231 "Nicole Jones" (2331953408)

00:35:40.884 --> 00:35:42.294

according to the transition.

232 "Nicole Jones" (2331953408)

00:35:42.529 --> 00:35:43.229

Sure.

233 "Nicole Jones" (2331953408)

00:35:44.394 --> 00:35:53.844

I think that's just maybe an inconsistency across the state. So the transfer form is it needed until the end when we're ready to transfer the file if that's applicable.

234 "Nicole Jones" (2331953408)

00:35:55.044 --> 00:36:02.604

But to initiate that initial transition meeting, should include the ISP and all those documents.

235 "Nicole Jones" (2331953408)  
00:36:03.479 --> 00:36:09.419

When trying to set those meetings up, and it's outlined also here in this procedure.

236 "Nicole Jones" (2331953408)  
00:36:11.579 --> 00:36:14.819

Which is, you know, posted to the governance page as well.

237 "Nicole Jones" (2331953408)  
00:36:14.819 --> 00:36:18.239

No problem.

238 "Nicole Jones" (2331953408)  
00:36:25.169 --> 00:36:29.039

Any other questions.

239 "Nicole Jones" (2331953408)  
00:36:30.959 --> 00:36:36.929

Hello.

240 "Nicole Jones" (2331953408)  
00:36:36.929 --> 00:36:40.679

Oh.

241 "Nicole Jones" (2331953408)  
00:36:45.329 --> 00:36:49.619

Hello.

242 "Nicole Jones" (2331953408)  
00:36:49.734 --> 00:37:00.474

All right, well, I'm not going to hold anyone hostage. We appreciate you joining us on a Thursday afternoon to ask your questions and learn a little bit about the transition procedure.

243 "Nicole Jones" (2331953408)  
00:37:01.344 --> 00:37:09.234

As we've said, this isn't really a big deviance from what current practice is just some changing and roles for rpcs and.

244 "Nicole Jones" (2331953408)  
00:37:09.619 --> 00:37:21.764

Supervisors on support areas, and we will be following up these webinars that we've held all 3 of them with a Q and a document and we'll send out a dean once that's been posted as well.

245 "Nicole Jones" (2331953408)  
00:37:22.034 --> 00:37:29.564

So, that way, you guys are aware of all those questions and be able to look at it at your leisure. Um, other than that.



246 "Nicole Jones" (2331953408)

00:37:29.619 --> 00:37:36.749

Thank you guys so much I appreciate you and hopefully you're having a wonderful weekend. Ahead. So.

247 "Jill Shoemate" (3456535808)

00:37:39.689 --> 00:37:43.356

Thank you everyone have a great day.