WEBVTT

1 "Rachael Osterling" (3978274816)
00:00:00.745 --> 00:00:07.915
And happy Friday, I am Rachel Australia. I'm going to be the host for the
tier 2 updates.

2 "Rachael Osterling" (3978274816)
00:00:07.945 --> 00:00:18.295
Webinar today if you guys are familiar, I am the central area lead for
the tier 2 team as a reminder.

3 "Rachael Osterling" (3978274816)
00:00:18.295 --> 00:00:27.955
This is a continuous webinar that we're going to have on a monthly basis,
which will be the last Friday of every month at 1030. am. am

4 "Rachael Osterling" (3978274816)
00:00:28.350 --> 00:00:39.480
And we would just encourage you guys to encourage your team members to
attend these webinars. If you can, you can't attend them like cats at.
You can go out to our website.

5 "Rachael Osterling" (3978274816)
00:00:39.480 --> 00:00:44.040
The recordings and the PowerPoint will be posted there.

6 "Rachael Osterling" (3978274816)
00:00:44.040 --> 00:00:51.120
So, again, thank you for joining, and I hope you enjoy our updates today
that I have for, you.

7 "Rachael Osterling" (3978274816)
00:00:55.200 --> 00:01:09.205
So, the 1st slide here, um, I'm just gonna give you an overview of some
of the topics that we're gonna talk about today. The 1st thing that we're
gonna talk about is, what is the future for the risk prevention
consultants?

8 "Rachael Osterling" (3978274816)
00:01:09.235 --> 00:01:14.695
What does that role look like coming up? We have some reliance.

9 "Rachael Osterling" (3978274816)
00:01:15.000 --> 00:01:20.820
Training so are going to be available they'll review with everybody.

10 "Rachael Osterling" (3978274816)
00:01:20.820 --> 00:01:34.560
We have partnered up with the provider relations team for their
onboarding process with new providers. So I'll give you a little insight
on what we're doing with that team.

11 "Rachael Osterling" (3978274816)

00:01:35.155 --> 00:01:50.095
I will briefly go over the value based payment and then I'll also have a
QR code on the screen as well. So that will take you directly to their
website for more detailed information.

12 "Rachael Osterling" (3978274816)
00:01:50.095 --> 00:01:52.795
Like I said, I'm just going to go over it briefly today.

13 "Rachael Osterling" (3978274816)
00:01:53.220 --> 00:01:59.370
I'll also go over the children's division executive team. Um.

14 "Rachael Osterling" (3978274816)
00:01:59.370 --> 00:02:05.640
Collaboration work group that's going in and what project that they're
currently working on.

15 "Rachael Osterling" (3978274816)
00:02:05.640 --> 00:02:15.120
And then last, I will go over some of the process map that we are working
on in that work group as well.

16 "Rachael Osterling" (3978274816)
00:02:18.600 --> 00:02:27.900
So, like I said, the 1st thing that we're going to go over today is what
that role looks like for our consultants on the tier 2 team.

17 "Rachael Osterling" (3978274816)
00:02:29.490 --> 00:02:39.835
So, we have 3 goals that are coming up preparing and sending out the tier
2 intervention packages that we're working on for our provider agencies,

18 "Rachael Osterling" (3978274816)
00:02:40.345 --> 00:02:46.135
providing those regular scheduled reviews and giving them feedback.

19 "Rachael Osterling" (3978274816)
00:02:46.470 --> 00:02:59.880
And then, thirdly, completing assessments in doing some regular tiered
meetings with our provider agencies as well. So, for our providers, we
see, there is a need where.

20 "Rachael Osterling" (3978274816)
00:02:59.880 --> 00:03:12.655
Those that we serve, need access to those prevention supports to help
reduce their risk of being in those crisis situations, something that
we're seeing more frequent.

21 "Rachael Osterling" (3978274816)
00:03:13.045 --> 00:03:15.235
Unfortunately, recently.

22 "Rachael Osterling" (3978274816)

00:03:15.600 --> 00:03:29.640
These intervention packages will assist our providers in teaching the individual, some new skills, and hopes of reducing some of those crisis situations that may arise.

23 "Rachael Osterling" (3978274816)
00:03:29.640 --> 00:03:36.690
And then this also helps our consultants, provide the same messaging through.

24 "Rachael Osterling" (3978274816)
00:03:36.690 --> 00:03:48.000
And training throughout the state, so that everyone has the same training and the same skills so that they can be a little bit more successful with their.

25 "Rachael Osterling" (3978274816)
00:03:48.000 --> 00:03:59.215
Individuals in their agency, so, for example, we're currently tracking which providers are serving those 30 day, notices the most.

26 "Rachael Osterling" (3978274816)
00:03:59.215 --> 00:04:04.135
So we can kind of just see a trend there with which providers are submitting those notices.

27 "Rachael Osterling" (3978274816)
00:04:04.615 --> 00:04:17.995
We have some package workshops to help teach these providers things that they can do to help prevent, giving these 30 day notices. And what are some of those behaviors that might.

28 "Rachael Osterling" (3978274816)
00:04:18.025 --> 00:04:28.585
Lead up to those prices situations that those providers feel like they have to submit those 30 day notices then we will be providing.

29 "Rachael Osterling" (3978274816)
00:04:28.645 --> 00:04:34.315
Like I said, some regular reviews and feedback with our provider agencies.

30 "Rachael Osterling" (3978274816)
00:04:34.649 --> 00:04:42.329
And then completing those assessments along with those tiered meetings with our agencies as well.

31 "Rachael Osterling" (3978274816)
00:04:42.329 --> 00:04:50.489
Providing those assessments and scheduled to your meetings, this will allow for our team to measure what we.

32 "Rachael Osterling" (3978274816)
00:04:50.489 --> 00:05:04.469

What we're doing and should be doing and if what we're doing is actually helping us meet our desired goals and our desired impact with our providers and their individuals.

33 "Rachael Osterling" (3978274816)
00:05:04.469 --> 00:05:18.299
Um, this will also help with see who needs a little bit more hands on assistance and what supports will help that provider be more successful with their individuals as well. So, um.

34 "Rachael Osterling" (3978274816)
00:05:18.299 --> 00:05:32.609
Some examples with that, we also have some tools and resources for our provider agencies and their teams relating to those risk factors. And then we also plan to do some 1 on 1 provider coaching.

35 "Rachael Osterling" (3978274816)
00:05:32.609 --> 00:05:39.449
For for them in the future and that will, that will come shortly.

36 "Rachael Osterling" (3978274816)
00:05:42.839 --> 00:05:49.079
The next thing that I'm going to talk about is some upcoming reliance training.

37 "Rachael Osterling" (3978274816)
00:05:50.004 --> 00:06:03.204
So currently on the tier 2 team, we have an intervention work group, and they are working on providing those intervention packages that I had talked about, on the previous slide.

38 "Rachael Osterling" (3978274816)
00:06:03.774 --> 00:06:14.754
Those intervention packages are for our provider agencies. They recently created a task analyst training. That is now available on reliance.

39 "Rachael Osterling" (3978274816)
00:06:15.894 --> 00:06:24.984
The 2nd training, you guys should all be aware that we have our transition workshop that we do monthly right now we're doing those in person.

40 "Rachael Osterling" (3978274816)
00:06:25.314 --> 00:06:31.944
I just completed a recording of the how to facilitate transition meetings.

41 "Rachael Osterling" (3978274816)
00:06:32.309 --> 00:06:46.259
Once that recording is done with the editing process, we will have that added to the reliance as well. So just stay tuned and we will let you guys all know once that has been posted.

42 "Rachael Osterling" (3978274816)

00:06:52.259 --> 00:06:58.559
And again, the next thing I want to go over is the provider relations on boarding.

43 "Rachael Osterling" (3978274816)
00:06:58.559 --> 00:07:04.379
Like I said, our tier 2 team has partnered with the PR team.

44 "Rachael Osterling" (3978274816)
00:07:05.639 --> 00:07:20.274
To assist them in their onboarding process with new providers. So, in their onboarding process, they're hiding highlighting. Just a few things that the tier 2 team covers in our process.

45 "Rachael Osterling" (3978274816)
00:07:20.904 --> 00:07:34.644
And some of those things that they're covering with the new providers is how those providers can review that documentation. The consumer consumer referral database also known as the.

46 "Rachael Osterling" (3978274816)
00:07:36.804 --> 00:07:51.804
How those providers can make the most appropriate acceptance based off of their trainings and their specializations, whatever they specialize certain areas. And then what those providers can.

47 "Rachael Osterling" (3978274816)
00:07:53.519 --> 00:08:08.189
Where those providers can locate some of those resources that we have on our website, like how to access our tier 2 webpage and how to access our community transition webpage. Um.

48 "Rachael Osterling" (3978274816)
00:08:08.189 --> 00:08:14.549
Along with those monthly workshops that we have, like, the transition workshops and the.

49 "Rachael Osterling" (3978274816)
00:08:14.549 --> 00:08:18.719
Extra workshops and other resources that we have.

50 "Rachael Osterling" (3978274816)
00:08:21.179 --> 00:08:26.699
And some of the art.

51 "Rachael Osterling" (3978274816)
00:08:26.699 --> 00:08:32.549
The next topic we're going to cover is the value based payment. Like I had mentioned earlier.

52 "Rachael Osterling" (3978274816)
00:08:32.549 --> 00:08:42.929

I do have the QR code, which is at the top left hand corner of your screen. So if you want to take a minute while briefly going over this, you can scan that into your phone.

53 "Rachael Osterling" (3978274816)
00:08:42.929 --> 00:08:54.359
That will take you directly to, uh, to that value based payment web page for a little bit more detailed information, but just a little quick summary.

54 "Rachael Osterling" (3978274816)
00:08:54.359 --> 00:08:57.959
This is a system that is, um.

55 "Rachael Osterling" (3978274816)
00:08:57.959 --> 00:09:03.809
A reimbursement incentive for providers of money incentive.

56 "Rachael Osterling" (3978274816)
00:09:04.314 --> 00:09:11.724
To providers, based on the value, and the quality of the services that they provide to the community and to the individuals,

57 "Rachael Osterling" (3978274816)
00:09:12.084 --> 00:09:22.734
the tentative start date for this is supposed to be January of 2023 and I think that is pending budget approval. So, I did put that in there. in there

58 "Rachael Osterling" (3978274816)
00:09:23.039 --> 00:09:29.999
So this is an opportunity for an agency to establish progressive way scales.

59 "Rachael Osterling" (3978274816)
00:09:29.999 --> 00:09:38.699
Professional development and staff credentials for their agencies so that they can continue to serve our individuals in the.

60 "Rachael Osterling" (3978274816)
00:09:38.699 --> 00:09:46.859
Capacity that's that's needed. And, like I said, they're hoping that that will start in January of 2023.

61 "Rachael Osterling" (3978274816)
00:09:53.759 --> 00:10:05.069
The next thing I want to go over is the children's division executive team work group that they have. So we're.

62 "Rachael Osterling" (3978274816)
00:10:05.069 --> 00:10:18.089
Reworking what the child's specific contract process is and what it should look like moving forward in the future. So we're really trying to improve.

63 "Rachael Osterling" (3978274816)
00:10:18.624 --> 00:10:23.544
That child's specific contract and get some things lined up with that.

64 "Rachael Osterling" (3978274816)
00:10:23.544 --> 00:10:35.514
So we just ask that you stay tuned with this and we will give you some
more information as that work group moves along and once it's completed,
we will send that information out as well.

65 "Rachael Osterling" (3978274816)
00:10:39.689 --> 00:10:43.409
And the last thing I wanted to cover here is the.

66 "Rachael Osterling" (3978274816)
00:10:43.704 --> 00:10:54.114
Opex, as you guys know, OPX is known for driving the management cycle
with those skills that are needed the capabilities,

67 "Rachael Osterling" (3978274816)
00:10:54.114 --> 00:11:04.554
the mindsets in the process to deliver performance and organizational
health to continue improving our departments with.

68 "Rachael Osterling" (3978274816)
00:11:04.889 --> 00:11:12.179
Throughout the state, and within the state. So the 1st workshop with DD,
um.

69 "Rachael Osterling" (3978274816)
00:11:13.469 --> 00:11:17.969
Some of the things that they've been working on is a contract.

70 "Rachael Osterling" (3978274816)
00:11:17.969 --> 00:11:21.329
Process so they're doing a process map with that.

71 "Rachael Osterling" (3978274816)
00:11:21.329 --> 00:11:35.909
And a process map with transitioning out of the Department of behavioral
health facilities and what that process looks like, mapping that out and
then the intake process as well. And then they're going to go through
each. Um.

72 "Rachael Osterling" (3978274816)
00:11:35.909 --> 00:11:43.079
Process and do a process map for each team. So we'll keep you posted on
that as well.

73 "Rachael Osterling" (3978274816)
00:11:46.464 --> 00:12:00.324

And that is all I have for you guys today, like, cat, had said, if you have any questions feel free to put those in the chat and I will get back with you later she'll send me those questions.

74 "Rachael Osterling" (3978274816)
00:12:00.324 --> 00:12:11.634
And I will get back with you as soon as I can to answer those questions to the best of my ability. And I, if I need to reach out to my counterparts and my supervisor, I will do that as well.

75 "Rachael Osterling" (3978274816)
00:12:12.209 --> 00:12:23.639
Um, again, thank you for joining today. I really appreciate it. And our next tier to update webinar is gonna be on October 28th at 1030.

76 "Rachael Osterling" (3978274816)
00:12:23.639 --> 00:12:27.504
And I look forward to seeing you guys there, thank you.