

Technical Assistance Summary Report

Randolph County Caring
Community Partnership
Moberly, Missouri
TI 024762

Dates Technical Assistance Delivered: December 3–5, 2014

◆ Targeted Capacity Expansion, Technology-Assisted Care ◆

Prepared by JBS International, Inc., under Contract No. HHSS283200700003I/HHSS28300002T

Prepared for the Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Substance Abuse Treatment



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SAMHSA/CSAT Division of Services Improvement

**Clinical Technical Assistance Project
Technical Assistance Summary Report**

SAIS NUMBER (TECHNICAL ASSISTANCE [TA] NUMBER) 4191	GRANTEE (NAME OF ORGANIZATION THAT RECEIVED THE AWARD) Randolph County Caring Community Partnership (RCCCP)	GRANTEE CSAT ID (OR TI) NUMBER TI 084762	PROJECT DIRECTOR Lorna Miles
ADDRESS 423 East Logan Street Moberly, MO 65270-2222			
ADDRESS WHERE TA PROVIDED (IF DIFFERENT FROM THE GRANTEE ADDRESS)			
TELEPHONE NUMBER 660-263-7173	FAX NUMBER	EMAIL ADDRESS momiles3@yahoo.com	
CSAT PROGRAM AREA LEAD (PAL/GPO) Wilson Washington, M.S.	PROGRAM AREA TCE-TAC	RELEVANT ENQUIRY FACTOR Sustainability Planning	
NUMBER OF HOURS DEVOTED TO DELIVERING THIS TA 13		DATE TA SUMMARY REPORT SUBMITTED TO CSAT 12/15/2014	
CHOOSE UP TO THREE TYPES OF TA AND SHOW DATE OF DELIVERY OF EACH			
Type of TA: Program Infrastructure		Date of TA Delivery: 12/3/2014–12/5/2014	
Type of TA: Marketing		Date of TA Delivery: 12/3/2014–12/5/2014	
Type of TA: Recruitment and Retention		Date of TA Delivery: 12/3/2014–12/5/2014	
CHOOSE UP TO THREE MODES OF TA AND SHOW DATE OF DELIVERY OF EACH			
Mode of TA: Site Visit		Date of TA Delivery: 12/3/2014–12/5/2014	
CHOOSE ONE INTENSITY OF TA			
<input checked="" type="checkbox"/> Intensive <input type="checkbox"/> Targeted <input type="checkbox"/> Universal			

CSAT staff participating in the TA (include name[s] and title[s]) N/A	Contractor staff participating in the TA (include contractor name[s], staff name[s], and position[s]) Dave Wanser, Ph.D., Technical Expert Lead Iris Chai, M.S., Technical Assistance Manager
TA provider(s) participating in the TA (include name[s] and title[s]) 	Grantee staff participating in the TA (include name[s] and title[s]) Lorna Miles, M.B.A., Program Director Brian Williams, CAC, Executive Director Tim Fugate, Site Coordinator Laresa Jackson, Site Coordinator Javonte Long, Case Manager Jeanine Falls, Case Manager
Other participants (include participants' names, titles, and affiliations) Brenda Bryan, CRADC, CCDP, Preferred Family Healthcare Charles Stephenson, Powerhouse Emily Hage, M.P.P., First Call Alcohol/Drug Prevention & Recovery Ken Ortals, First Call Alcohol/Drug Prevention & Recover Dena Sikoutris, Missouri Reentry Department of Corrections Bob Bax, Missouri Department of Mental Health	
TA PURPOSE AND OBJECTIVES	
A. Provide the TA purpose as extracted from the TA request (one or two sentences). RCCCP requested TA to develop a sustainability plan and address issues related to client intake, technology adoption, and resource allocation. Development of a financial strategy was needed to continue supporting the program and the use of technology in service provision.	
B. Describe in detail the objectives as determined before and/or during the TA (identify the needs to be addressed during the TA). The objectives of the TA follow: <ul style="list-style-type: none"> • Identify the workflow and resource allocation challenges that inhibit further growth and client intake. • Envision how technology adoption can help the program reduce redundancy and increase efficiency. • Focus on consumer informatics to help increase patient engagement and health outcomes. • Integrate sustainability strategies into the operations process. • Engage in dialogue with the key players of Missouri's health care system to support needed policy changes. • Build a marketing strategy to achieve the most possible outreach opportunities. • Use evaluation and analytics that can inform RCCCP in making operational decisions. 	
C. Describe whether these objectives were met. If the objectives changed during the course of the TA, describe the outcomes that were met. The objectives were successfully met through discussions with the RCCCP staff, partners, and representatives from the Department of Mental Health and the Department of Corrections.	

ISSUES RELATED TO TA

Describe in detail the elements of TA directly provided.

RCCCP's TA request for guidance in developing a sustainability plan was extensive, so the JBS team conducted an onsite visit to provide more intensive support. While the goal was to develop a strategy for sustainability, the JBS team provided recommendations for immediate changes and improvements necessary to achieve the path to sustainability, including adoption of technology, cultivating an efficient workflow and effective marketing plan, and increasing patient engagement. Pursuing these activities will help RCCCP build a foundation for program expansion and stability.

Discuss in detail the issues and/or questions identified during the TA, and indicate whether these issues require additional followup.

Questions identified during the TA follow:

- How is the organization prepared for expansion capacity with regard to staffing and workflow?
- What is the time lapse between a client initiating a request for services and treatment initiation, and how does this affect client interest and retention?
- How can RCCCP use more electronic tools in the workflow processes to potentially reduce documentation redundancy and burden?
- What is the measure of timeliness and efficiency RCCCP would like to achieve for the workflow, and how can the process be efficiently shared and tracked between RCCCP staff and partners?
- How can the organization improve recovery support and patient engagement through the use of technology?
- In what ways can RCCCP leverage its program to drive the discussion for changes in Missouri's health care policies in support of mobile technologies?

The questions above aim to help the organization achieve its goals. Continued support will be provided by followup with RCCCP to learn about the outcomes of the meeting with the Department of Mental Health. JBS will facilitate a conference call December 23, 2014, at 2 p.m. ET with the deputy director of the Department of Mental Health and the State Medicaid office's director Dr. Joe Parks.

Were any TA products/materials developed or modified to deliver this TA? If so, briefly describe each and provide copies in an attachment.

An agenda was developed through the collaboration of RCCCP and JBS (see attachment 2).

Describe the impact of the TA. This section should describe the accomplishments, changes, outcomes, new learnings or insights emerging or resulting from the TA.

The TA encouraged more focus on developing an efficient workflow and client flow to help address the current process challenges. The staff understood the need for marketing the program and purposeful evaluation data and analytics for strategic decisionmaking. The TA also stimulated discussions for health care policy changes in Missouri. A conversation with the State mental health leadership and the State Medicaid director can potentially forge interest regarding a pilot project supporting virtual health homes.

Additional comments or concerns

The recommendations for RCCCP are substantial and include a streamlined workplan, a focus on marketing and patient engagement, use of technology, and engagement with the health care policymakers in Missouri to push toward change. JBS will continue to follow up with the grantee to provide support as needed for the duration of the contract.

Attachment 1

Technical Assistance

Action Plan: Considerations for Action

Grantee Name	Randolph County Caring Community Partnership (RCCCP)
Grantee Address	423 East Logan Street Moberly, MO 65270-2222
Grantee Phone Number	660-263-7173
Date(s) of TA	12/3/2014–12/5/2014
SAIS Number (TA Number)	4191
Grantee Contact Person	Lorna Miles
Government Project Officer	Wilson Washington, M.S.
TA Provider(s)	Dave Wanser, Ph.D., Technical Expert Lead Iris Chai, M.S., Technical Assistance Manager
Current TA Reality/Need The TA site visit was conducted approximately 6 months after the implementation site visit in May 2014. Some of the same issues were addressed during both visits. Now that the program has been active for more than a year, RCCCP leadership requested guidance in ongoing implementation issues.	
TA Vision/Goal RCCCP needed direction in developing a sustainability plan to continue to support and expand the program. RCCCP hopes to help shape the future of health care in Missouri through active engagement with the State Medicaid office and other key players.	
Implementation Steps¹ (Describe what needs to be done to achieve the goal) Steps needed to achieve the goal of sustainability follow: <ol style="list-style-type: none"> 1. Hold a planning call to discuss the objectives and needs of RCCCP's request. 2. Discuss strategies and actionable items with RCCCP and partners to support targeted TA. 3. Conduct followup calls to assess implementation progress. 4. Provide ongoing expertise 	
Responsible Person (Who will implement the steps?) Brian Williams (executive director) and Lorna Miles (program director) will lead the implementation, with support from RCCCP staff and partners.	
Timeline (When [date/month] will implementation begin? When [date/month] will it be completed?) The implementation is ongoing but will begin in December 2014. Sustainability planning is a continuous process, and there is no set date for completion.	

¹If the implementation steps, responsible person, timeline, resources, challenges, changes to look for, and evidence of success apply to more than one goal, clearly distinguish the goal(s) to which they apply.

Resources (people, time, and materials available and needed)

Resources will be needed for travel coordination and development of the agenda for the site visit.

Potential challenges (What potential challenges may impede completion? How will these challenges be overcome?)

Resistance to workflow changes and the use of technology are two of the biggest challenges to overcome throughout implementation. Identifying technology champions can encourage staff to realize the potential of technology and its capacity to help increase efficiency. It is important to overcome this barrier because staff adoption of technology can further influence clients' use of technology, thereby helping to improve patient care.

Another challenging factor will be addressing the health care politics in Missouri. A concerted effort by behavioral health organizations throughout the State can help emphasize the need for policy changes that can improve access to behavioral health services through telehealth and other remote technologies.

Changes to look for (What are the benchmarks for knowing progress is being made?)

Progress will be continuous and will include the following benchmarks:

- Development of an efficient and operational workflow
- Increased technology engagement of staff, partners, and clients
- A streamlined process for assessment and treatment planning that is timely and efficient
- Increased client engagement through marketing strategies
- Use of targeted process evaluations and analytics to guide strategic decisionmaking

Evidence of success (How will the grantee know the goal has been achieved?)

Success will be apparent when the program can continue serving clients after the expiration of the grant in August 2016.

Attachment 2

Agenda for December 2014 TA Site Visit

Sustainability Planning Agenda Thursday, December 4, 2014

Randolph County Caring Community Partnership (RCCCP)
423 E Logan St
Moberly, MO 65270

	Topics	Participants
8:30 am – 9:00 am	Meet with Lorna and Brian	
9:00 am – 10:30 am	<p>Introductions</p> <p>Workflow, Implementation Challenges, and Staffing</p> <ul style="list-style-type: none"> • How are resources deployed? • What are the measures of efficiency and timeliness in clients receiving service? • What are the gaps and bottlenecks? • How will the program be staffed in response to increases in client intakes 	<p>RCCCP Staff</p> <p>Site Coordinators: Carmen, Tim, and Laresa</p> <p>Case Managers: Chasity, Jeanine, and Javonte</p>
10:30 am – 12:00 pm	<p>Client intake, referrals, and care coordination</p> <ul style="list-style-type: none"> • How has technology benefitted the program and its clients thus far? • What are the most pressing challenges? • How can RCCCP and its partners streamline the referral process? • How are issues in workflow and other processes addressed between the agencies? 	<p>Preferred Family HealthCare: Brenda Bryan</p> <p>Powerhouse: Charles Stephenson</p> <p>By phone: First Call: Emily Hage and Ken Ortvals</p>
12:00 pm – 1:00 pm	Working Lunch	
1:00 pm – 2:45 pm	<p>Healthcare Landscape in Missouri - State Overview</p> <ul style="list-style-type: none"> • How does CASE and its technology fit in the state-wide healthcare initiatives? • How is or should success be defined for the project in light of the current Missouri healthcare landscape? • What can RCCCP and its partners do to improve client treatment access and outcomes? • What are the most significant barriers to success? • How can communication and coordination be improved? 	<p>Missouri Reentry Program Manager with Missouri Department of Corrections: Dena Sikoutris</p> <p>Missouri Department of Mental Health: Bob Bax, Deputy Director</p>
2:45 pm – 3:00 pm	Closing comments/Meeting adjourns for partners and other participants	
3:00 pm – 5:00 pm	<p>Sustainability and Next Steps</p> <ul style="list-style-type: none"> • What was learned from discussions today? • What needs to be done in terms of staffing, workflow and other processes? • How can sustainability strategies be integrated into the operations process? • Financial Strategic Planning • Identification of Tasks, Timeline & Responsible Persons 	RCCCP Staff