

**Stakeholder's Quality Workgroup**  
**02/23/15 Minutes**  
**LC Government Center Room 123**  
**From 1:00 pm to 2:30 pm**

*Mission Statement: "To Improve the Quality Of and Access To the BHRS System"*

**Attendees:** Corinna Bealer, LC CMHU; Kay Achenbach, LC DHS Administrator; Matt Bauder, LC Health Choices Administrator; Paulette Hunter, parent; Emily Leayman, Elwyn; Jill Vanjuren, advocate; Sheila Fabrizio, parent & Diane Sedgwick, IU 21.

- The team finalized the 04/14/14 minutes.

***I. CHANGE IN AGENDA***

- Kay informed the team that after a commissioners meeting she promised to hold a Consumer Family BHRS Action group monthly for families who have children with Autism to discuss barriers, concerns and issues pertaining to the BHRS program. Over 350 letters were sent to families requesting their attendance in these meetings which will be held in a central location to be announced. Twelve families responded to the letter and volunteered for the committee. The groups will be divided into children 12 years of age and younger and children 13 years of age and older. Kay will share the feedback from this committee to this group.
- The team requested that Magellan not attend the Consumer Family Action group because families may be reluctant to talk about their issues pertaining to Magellan. Kay stated she will consider this and maybe meet with the family the first time without Magellan to get their feedback.
- The team stated that they would like the group open up to anyone who has are is trying to access BHRS; however Kay explained that it is an action group and she would like to be specific. She explained that this is not a Family & Consumer Advisory Board but stated that she would like to eventually have one scheduled and provided on an on-going basis.
- Kay reported that eventually she would like to look at the non-autistic population as well and their issues pertaining to BHRS.
- The team agreed to make this committee a BHRS stakeholder's quality committee which is consumed of members as well as providers. This group will add to the agenda a discussion regarding BHRS issues and concerns as well as provide feedback on the updates from the Consumer Family group. Magellan and Health Choices will begin attending our meetings as well.
- The group discussed what works, what does not work and what are the pitfalls and barriers to BHRS. The team feels that BHRS works better for children that do not have significant behavioral health issues and acting out behaviors, that the children should be identified much younger and receive services as a preventive measure which would be cost effective in the long run, that there should be discussion with Early Intervention about making referrals and the difference between BHRS vs OT and ST, there needs to be qualified staff and significant hours prescribed, there is a need for case management services to help navigate

the system, there are different protocols and practices amongst agencies, staff are not hired full time so there is a high turnover rate, increase the budget, transferring TSS skills do not always work depending on the care giver or circumstance, private schools are more likely to work with BHRS whereas public schools have their own resources, there is no point of contact person at Magellan if a member cannot access services, doctors do not want to diagnosis children young, even if they have Autism, the label of Autism is sensitive to family and the barriers to supporting the need for BHRS for EI children with the MCO.

- Kay reassured the team that the state does hold the county and MCO accountable for the PS&R standards but will look into what internal processes the state has in place to ensure that this is happening.
- The team agreed to keep the agenda as it was but to put at the top of the agenda the Consumer Family Update as well as the General Stakeholder's input.
- The team agreed to meet quarterly the third Monday of the month at 1pm. The meetings for the year are May 18<sup>th</sup>, August 17<sup>th</sup> and November 16<sup>th</sup>.

**Our next scheduled meeting is Monday 05/18/15 at 1:00 pm in conference room 123 at the LC Government Center.**