

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES**Date:** Friday March 9, 2018 **Time:** 2:00pm-3:00pm **Location:** CSNI/Conference Call**Minutes Completed By:** Jennifer Cordaro, Easterseals NH**Attendees:** Jonathan Routhier (CSNI), Marissa Berg (CSNI), Jennifer Cordaro (Easterseals NH), Cathy Bergeron (Gateways), Amanda Nelson (Neurointernational)

TOPIC	DISCUSSION	OTHER/FOLLOW-UP
ITS Clinical and Administrative Standards	<ul style="list-style-type: none">• Marissa reviewed documents from the ITS New Program Development Index that she drafted. She will bring these to the Statewide QI group to review for feedback.• The Operational Standards are completed and will be reviewed along with Clinical Standards at the Community of Practice meetings potentially starting in April. Marissa discussed the group meeting an hour prior to Community of Practice once per month.• Cathy Bergeron volunteered to finish drafting the clinical standards.• The group discussed presenting the Index of policies at the ITS summit.	
Next Steps	<ul style="list-style-type: none">• Marissa will send an invite for the review of policies at the April & May Community of Practice meetings.	
Next Meeting	The next meeting is scheduled for April 5 th , time and invite to be sent by Marissa Berg.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES

Date: Thursday, January 11, 2018 **Time:** 1:00pm-2:00pm **Location:** CSNI/Conference Call

Minutes Completed By: Jennifer Cordaro, Easterseals NH

Attendees: Jonathan Routhier (CSNI), Marissa Berg (CSNI), Jennifer Cordaro (Easterseals NH), Joshua Gehling (One Sky Community Services), Kristen Henderson (Gateways), Julia Linkova (NHHF)

TOPIC	DISCUSSION	FOLLOW-UP
ITS Clinical and Administrative Standards	<ul style="list-style-type: none">• Jen Cordaro reviewed the Operational Standards draft completed to date.• Josh Gehling reviewed the Clinical Standards draft to date.• Marissa Berg is developing a Provider Manual for ITS programs that will go hand in hand with the Operational and Clinical Standards to assist new and existing providers.	
Next Steps	<ul style="list-style-type: none">• Group members will review all documents and meet in two weeks.	
Next Meeting	The next meeting is scheduled for January 25, 2017 from 1:00pm-2:00pm at the CSNI Office. Call in number will be available and emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES

Date: Thursday, September 28, 2017 **Time:** 1:00pm-1:30pm **Location:** Conference Call

Minutes Completed By: Jennifer Cordaro, Easterseals NH

Attendees: Jonathan Routhier (CSNI), Jennifer Cordaro (Easterseals NH), Kristen Henderson (Gateways), Josh Gehling (One Sky Community Services).

TOPIC	DISCUSSION	FOLLOW-UP
ITS Clinical and Administrative Standards	The group discussed the progress to date. This workgroup has outlined the standards that need to be developed and will now split up into two sub-groups to draft the standards with a goal to complete the draft in the next 30-45 days. The group agreed to scale the monthly check in with the larger group to a conference call monthly from 1:00pm-1:30pm.	
Next Steps	<ul style="list-style-type: none">• Jonathan, Kristen, Josh and Derek will meet together in October to begin to draft the clinical standards.• Jen, Mike, Mary-Anne and Julia will meet together in October to begin to draft the operational standards.	
Next Meeting	The next meeting is scheduled for October 26, from 1:30pm-2:00pm from 1:00pm-2:00pm via conference call. Call in number has been emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES

Date: Thursday, September 14, 2017 **Time:** 9:00am-10:00am **Location:** CSNI/Conference Call

Minutes Completed By: Jennifer Cordaro, Easterseals NH

Attendees: Jonathan Routhier (CSNI), Jennifer Cordaro (Easterseals NH), Mike Orr (MDS)

TOPIC	DISCUSSION	FOLLOW-UP
<p>ITS Clinical and Administrative Standards</p>	<p>Jonathan met with Derek Edge to outline and begin to draft the Clinical Standards</p> <ul style="list-style-type: none"> • Admission, Exclusion and Discharge Criteria based on the clinical strength of the home • Services and Approach utilized to serve the identified population • Intake Assessment and Eligibility Determination • Treatment and Planning and Goal Development (SMART goals) • Ongoing progress review, assessment and data collection • Use of safety and restrictive measures • Family and community involvement • Program Milieu • Multicultural issues • After Care and Follow Up • Medication review and medication reduction plan • Fade plan process <p>Jen will meet with Mary-Anne Wisell and Mike Orr to draft Operational Standards:</p> <ul style="list-style-type: none"> • Staff Qualifications/Training Requirements • Management Supervision, Support and Oversight • Utilization Review • Standardized Communication (staffing changes, shift changes). • Risk Management and Behavior Plan Review and Development Procedures (timelines for completion) • Quality oversight and centralization of ITS programs • Management of unsafe and inappropriate Items • Elopement Procedures • Transportation Procedures • Personal Search Procedures 	
<p>Next Steps</p>	<ul style="list-style-type: none"> • Derek Edge will send final drafts of clinical standards to Jonathan. • Jen, Mike and Mary-Anne will meet on 9/21 to draft administrative/operational standards. • Review of these documents will be discussed at the next meeting before the Summit. 	

TOPIC	DISCUSSION	FOLLOW-UP
Next Meeting	The next meeting is scheduled for September 21, 2017 from 1:00pm-2:00pm at the CSNI Office. Call in number will be available and emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES**Date:** Thursday, August 24, 2017 **Time:** 1:00pm-2:00pm **Location:** CSNI/Conference Call**Minutes Completed By:** Jennifer Cordaro, Easterseals NH**Attendees:** Jonathan Routhier (CSNI), Jennifer Cordaro (Easterseals NH), Joshua Gehling (One Sky Community Services), Mike Orr (MDS), Maryanne Wisell (MDS)

TOPIC	DISCUSSION	FOLLOW-UP
ITS Clinical and Administrative Standards	<p>Progress on the Development of Standards/Review of Materials:</p> <ul style="list-style-type: none">• Julie Linkova from NHHF sent a copy of their provider manual that includes copies of the utilization management process.• Jonathan sent the metrics drafted by BDS as well as some standards/guidelines developed by the State of Georgia. The group discussed these materials and stressed the importance of ensuring there is an oversight process in place when developing the standards.• Jonathan has a call scheduled with Derek Edge to obtain an outline of clinical standards.• The group discussed forming two workgroups (Clinical and Operational) to review all material submitted to date and to draft an outline/working framework for the standards by September.	
Next Steps	<ul style="list-style-type: none">• Jonathan will lead the clinical standards workgroup with Derek Edge, Kristen Henderson and Josh Gehling pending his availability.• Jen will lead the administrative/operational standards workgroup with Mike Orr, Maryanne Wisell and others in the group.• Jen will send the group the draft copy of Easterseal's ITS policies and procedures that were developed as a result of consultation with John Finn earlier this year.	
Next Meeting	The next meeting is scheduled for September 14, 2017 from 9:00am-10:30am at the CSNI Office. Call in number will be available and emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES

Date: Thursday, July 27, 2017 **Time:** 1:00pm-2:00pm **Location:** CSNI/Conference Call

Minutes Completed By: Jennifer Cordaro, Easterseals NH

Attendees: Jonathan Routhier (CSNI), Jennifer Cordaro (Easterseals NH), Joshua Gehling (One Sky Community Services), Kristen Henderson (Gateways)

TOPIC	DISCUSSION	FOLLOW-UP
<p>ITS Clinical and Administrative Standards</p>	<ul style="list-style-type: none"> • Kristen is sending Jonathan Derek’s contact information to begin discussion around the development of the clinical standards. John Finn will no longer be involved in the development of the clinical standards. • The group will gather admission and discharge criteria from all ITS programs to review. Jen will send a copy of Easterseal’s criteria and Kristen will reach out to Columbia House, Beckett and the DRF to obtain theirs. • Jonathan sent the draft metrics and outcomes drafted by BDS for ITS. • BDS has a utilization process in place. Kristen will obtain a copy. Gateways is working with Matthew Ertas to come up with a new utilization process at this time and Kristen will share with the group once developed. • The group will engage Derek to develop a standard for a fade plan process. A process that includes accountability around having a fade plan in place is important. • Jonathan discussed utilizing the expertise of other states in terms of clinical standards for ITS programs. 	
<p>Next Steps</p>	<ul style="list-style-type: none"> • Group members will review the draft outcomes and metrics sent by Jonathan for the next meeting. • Kristen will send a copy of the utilization process currently used by BDS. Jen will reach out to Julia Linkova at New Hampshire Healthy Families to ask her to send her utilization review process. 	

TOPIC	DISCUSSION	FOLLOW-UP
	<ul style="list-style-type: none"> • Kristen will obtain Beckett’s incident report policy and Jonathan has reached out to Neuro International to obtain a copy of their incident report policy. • Jen will send a copy of a fade plan developed by Easterseals for Gateways. • Josh will reach out to Dr. Guidry around any States that may have “gold standards” around policies and procedures for ITS programs. • Jen will collect the ITS overview practice from Alison to send to the group. 	
Next Meeting	The next meeting is scheduled for August 24, 2017 from 1:00pm-2:00pm at the CSNI Office. Call in number will be available and emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES

Date: Thursday June 29, 2017 **Time:** 1:00pm-2:00pm **Location:** CSNI/Conference Call

Minutes Completed By: Jennifer Cordaro, Easterseals NH

Attendees: Jonathan Routhier (CSNI), Julia Linkova (New Hampshire Healthy Families), Mike Orr (MDS), Jennifer Cordaro (Easterseals NH),

TOPIC	DISCUSSION	FOLLOW-UP
Identify Group Tasks	<p>As a follow up to the meeting held on 6/15/17, the group had a discussion around the tasks that could be assigned to members to begin developing administrative operational standards while Derek Edge and John Finn work on the development of operational standards that relate to clinical oversight.</p> <ul style="list-style-type: none">• There was a discussion around the need to develop standards around admission and discharge criteria, person centered services and mental health services for the ITS population. This will be included in the clinical standards developed by Derek and John.• Jen will send the incident report policy draft that Easter Seals has developed for ITS programs and will reach out to Beckett to obtain their policy.• Jonathan will reach out to Neuro International to obtain a copy of their incident report policy.• Jonathan discussed the need for a comprehensive data collection system and standardized outcome measures. He will reach out to Sandy Hunt to see if the Bureau has developed for metrics and outcomes and see if she can share this work with the group.• Discussed the need for a formal utilization review process. Julie will provide the group with resources utilized in managed care for utilization reviews. She will send workflow documents to the group to review at the next meeting.• There was discussion around developing a formal Fade Plan process. The group will ask Derek and John to include this in the clinical standards.	
Next Meeting	The next meeting is scheduled for July 27, 2017 from 1:00pm-2:00pm at the CSNI Office. Call in number will be available and emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES

Date: Thursday June 15, 2017 **Time:** 1:00pm-2:00pm **Location:** CSNI/Conference Call

Minutes Completed By: Jennifer Cordaro, Easterseals NH

Attendees: Jonathan Routhier (CSNI), Kristen Henderson (Gateways), Josh Gehling (One Sky Community Services), Julia Linkova (New Hampshire Healthy Families), Jennifer Cordaro (Easterseals NH),

TOPIC	DISCUSSION	FOLLOW-UP
<p>Review of Minutes</p>	<ul style="list-style-type: none"> • Jonathan reviewed the status of “next steps” noted in the minutes from the May meeting. • Jonathan confirmed that funding is available for John Finn and Derek Edge to develop the clinical standards for ITS. Both Derek and John are willing to work on this project. 	
<p>Gaps to ITS Oversight</p>	<p>The group discussed the gaps that currently exist regarding ITS oversight and identified standards that will need to be developed.</p> <ul style="list-style-type: none"> • Consistency in oversight monitoring among all Area Agencies. There is a need for policies and procedures in this area. • Oversight and centralization. This can be affected by turnover with Program Managers, Case Managers and Clinicians. There is not a standard notification process when turnover occurs and there needs to be safeguards in place/back up plan to fill these gaps as they occur. It was suggested that there be a “Statewide Champion” who can monitor ITS among all Area Agencies. • Data collection and reporting is needed (Incident reports, program outcomes, staff turnover, staff retention etc). We need access to data that is consistent, reliable and valid. We need a system to ensure assessments are completed on a regular basis (Risk assessments, risk management plans, functional behavior assessments etc). • Incident report policies and procedures. The quality of incident reporting varies among programs and needs standardization (initial and ongoing training for staff as well as incident debriefings). • Funding gaps currently exist. Some ITS programs are approved and some are not. Consider identifying Incentives for provider agencies to provide ITS services. • NH has a great deal of resources as evidenced by the individuals and agencies that attended 	

TOPIC	DISCUSSION	FOLLOW-UP
	<p>the summit yet individuals are falling through the cracks. Need to identify a way to bring these resources together.</p> <ul style="list-style-type: none"> • Identify standards for a utilization review process. • Clinical standard around a fade plan. It poses both financial and clinical challenges when individuals need heightened supervision/crisis funding and there is not a clear, consistent process for fading out these supports. 	
Next Steps	<ul style="list-style-type: none"> • Jen will send out a draft of incident reporting policies and procedures that Easterseals has developed for ITS programs for the group to review at the next meeting. • Jonathan will send Kristen an email regarding funding the development of standards. Kristen will follow up with Derek and John. • Kristen will obtain a list of clinical standards from John and Derek. The group will compare their list to the one discussed in this meeting. Procedural/administrative standards will be assigned to the members of this committee and the committee will pull statewide subject matter experts and resources together to complete the standards. All other clinical standards will be assigned to John and Derek. • The committee will meet in two weeks to review the list of clinical standards and will assign tasks/deadlines. 	
Next Meeting	The next meeting is scheduled for June 29, 2017 from 1:00pm-2:00pm at the CSNI Office. Call in number will be available and emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES

Date: Wednesday, May 17, 2017 **Time:** 1:00pm-2:00pm **Location:** CSNI

Minutes Completed By: Jennifer Cordaro, Easterseals NH

Attendees: Jonathan Routhier (CSNI), Kristen Henderson (Gateways), Mike Orr (MDS), Fran Broderick (DRC), Josh Gehling (One Sky Community Services), Jennifer Cordaro (Easterseals NH)

TOPIC	DISCUSSION	FOLLOW-UP
Review of Minutes	<ul style="list-style-type: none"> • Jonathan reviewed the minutes from the last meeting with the group. • Alison Howe sent out all ITS documents for the group to review. This included a copy of the Program Review tool and the Safety Review Tool. • Jonathan and Kristen spoke with John Finn and Derek Edge regarding the development of the Clinical Standards. Both John and Derek are willing to work together to develop the Clinical Standards. 	<ul style="list-style-type: none"> • There is a need to identify funding for the development of Clinical Standards. Jonathan Routhier will work on this and Kristen will obtain an hourly rate from Derek Edge to assist with this.
Review of ITS Documents	<ul style="list-style-type: none"> • The group reviewed the Program Review tool and the process for the completion of the tool. Once the clinical standards are developed, the group will review this tool and will recommend changes if necessary. • The Safety Review tool was reviewed. This is completed by the QI representatives from the Area Agencies when they visit the home (typically on a quarterly basis). Any concerns that arise from this tool should be brought to the Service Coordinator(s). • The group discussed the need to develop operational standards that ensure consistency statewide related to the frequency and communication of concerns that arise with the use of both of these tools. It was discussed that standards should involve the use of evidence based practices and clear expectations for ongoing flow and close monitoring of these programs. • There was discussion around the Safety and Security Measure Standards that John Finn created. Some of the items in these standards often require additional funding for programs to be in full compliance with all standards outlined however there is not a mechanism for funding at this time. 	<ul style="list-style-type: none"> • Once Clinical Standards are developed, the Program Review tool will need to be updated. •
Next Steps	<ul style="list-style-type: none"> • Kristen Henderson and Jonathan Routhier will reach out to John Finn and Derek Edge regarding the development of the Clinical Standards. Jonathan 	

TOPIC	DISCUSSION	FOLLOW-UP
	will work on the funding piece. <ul style="list-style-type: none"><li data-bbox="472 281 1024 373">• The group will brainstorm gaps in the current system as it relates to ITS oversight at the next meetings and identify standards.	
Next Meeting	The next meeting is scheduled for Thursday June 15, 2017 from 1:00pm-2:00pm at the CSNI Office. Call in number will be available and emailed with the invitation.	

ITS OPERATIONAL STANDARDS WORKGROUP MEETING MINUTES**Date:** Wednesday, April 19, 2017 **Time:** 9:00am-10:00am**Location:** CSNI**Minutes Completed By:** Jennifer Cordaro, Easterseals NH**Attendees:** Jonathan Routhier (CSNI), Kristen Henderson (Gateways), Maryanne Wisell (MDS), Mike Orr (MDS), Sandi Caron (Tri-County CAP), Jennifer Cordaro (Easterseals NH)

TOPIC	DISCUSSION	FOLLOW-UP
Welcome & Introduction	<ul style="list-style-type: none">Jonathan gave an overview of the workgroup's purpose and attendee's discussed the reasons they chose the workgroup.	
Group Roles	<ul style="list-style-type: none">Kristen Henderson, Gateways will be the team leaderJennifer Cordaro, Easterseals NH will complete the minutes that will be sent to BDS.	
Review of ITS work that has been done	<ul style="list-style-type: none">Safety and Security Standards have been completed.Clinical Standards are needed. Kristen Henderson mentioned that John Finn and Derek Edge may be interested in drafting these.There is a Program Review tool that has been developed for use statewide. Both MDS and Gateways have used this tool. The group discussed reviewing this at the next meeting.Jonathan reviewed the items that CSNI has completed to promote uniformity and consistency.	<ul style="list-style-type: none">Once Clinical Standards are developed, the Program Review tool will need to be updated.There was also discussion around ensuring there is an informed consent process in place for guardians to sign at the ISA so they are aware of the Program Review tool.
Next Steps	<ul style="list-style-type: none">All members should review the documents emailed by Alison Howe on 4/18/17 for the next meeting.Kristen Henderson will send a copy of the Program Review tool to all members to review.Kristen Henderson and Jonathan Routhier will reach out to John Finn and Derek Edge regarding the development of the Clinical Standards.	
Next Meeting	The next meeting is scheduled for Wednesday, May 17, 2017 from 1:00pm-2:00pm at the CSNI Office. Call in number will be available and emailed with the invitation.	