

Minutes: Provider Selection Subcommittee

DATE	TIME	LOCATION
November 13, 2018	2PM – 4PM	Community Bridges – Obrien Conference Room

MEMBERS

X= In Attendance					
X	Aiken, Sarah	X	Barry, Ellen	X	Berg, Marissa
X	Blaine, Sara	X	Bryant, Rebecca		Charles, Liz
	Cordaro, Jen		DiMartino, Lisa	X	Donovan, Tim
X	Donovan, Michelle		Dushan, Pam	X	Ferguson, Darlene
	Ford, John	X	Gillis, Rob		Gorton, Jessica
X	Hunt, Sandy	X	McCahon, Ellen		McLaughlin, Karen
	Mills, Mark	X	Potoczak, Ann	X	Royce, Richard
X	Shottes, Kim		Silsby, Susan	X	Skoby, Jan
X	St. Jacques, Mary	X	Vachon, Laurie	X	Weston, Kaarla
			GUESTS:		None scheduled

MEETING OBJECTIVES

- Review Workgroup Updates

Develop a list of Area Agency contact for provider selection process workgroup

Members:

Jan Skoby – BDS Lead

- List had been completed, but there are already updates needing to be made. Discussed ideas on ways to make sure this list is kept up-to-date
 - Area Agencies will be expected to inform the Bureau whenever changes to the list need to be made
 - Bureau will also send email every 3 months to make sure contacts are up-to-date

Action Items

What	Who	When
Update Area Agency contact list and share with the group. Develop a list of vendor agencies. Contact AA regarding vendors who have not responded to the provider survey.	Jan Skoby	By November 30, 2018

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Develop a list of vendor agencies workgroup

Members:

Darlene Ferguson – BDS Lead

Richard Royce

Robb Gillis

- BDS requesting information from Area Agencies regarding provider contacts and also made cold calls to the providers
- Survey was emailed to 65 providers. 24 have responded so far. Survey end date is November 30, 2018
- Survey questions were limited with information we were asking for. We may do further surveys in the future to gather more in detailed information such as capacity, services offers, etc. such as specialties.
- Workgroup members will need to contact providers who have not responded to request they complete the survey
- Some providers stated that they did not receive the survey
- Discussed how to keep this list up-to-date and where it would be housed
 - Quality Council has a Transparency Sub-Committee working on developing a webpage with interactive statewide items. This workgroup should connect with the Quality Council
 - Add to Area Agency contracts that they must keep BDS updated on their vendors
 - Licensing & Certification may also have a database we could reference
 - This list/database should tie into the Provider Agency Outcomes Report - Probation Process so that it would be interactive for families to see items such as certification deficiencies
 - Ability for providers to toggle on and off the list depending on their capacity/staff etc.
 - Have ability to have a provider remain on the list but have it noted that they are or are not accepting new clients? Or somehow accept in certain areas of the state but not others
 - Work with the “Provider Agency Outcome Report Workgroup” regarding their survey being developed to find out what information families really want to know and this could help with what toggles might be more useful.

Action Items

What	Who	When
“Develop a list of vendor agencies workgroup” will reach out to AA contacts regarding vendors who have not responded to the provider survey	Darlene Ferguson Richard Royce Robb Gillis	After November 30, 2018

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Develop a template for the Provider Selection Process workgroup

Members:

Karen McLaughlin – BDS Lead

Sandy Hunt

Sarah Blaine

Ellen McCahon

Michelle Donovan

Marissa Berg

Sarah Aiken

Pam Dushan

Jane McCabe

Kim Shottes

- This subcommittee could pull information from what the RFP template was going to have to help suggest items for the provider agency outcome report workgroup and the provider directory workgroup. What information should be gathered?
- There needs to be work on proactive transition plans
 - Develop partnerships
 - Add disincentive items in AA/vendor contracts to avoid dumping people at ED
 - Potential for providers not wanting to take on the risk of accepting difficult individuals coming out of crisis
 - Develop interview processes for the families
 - Providers need to be innovative
 - Some issues to transitions is the lack of flexibility in budgets
 - Allow vendors to also have the ability to say no if it creates an unsafe work environment for them without penalty. We need to realistically look deeper at the reasons a provider may not want to provide services
- AA should begin to look at what out of state agencies have for services and begin to build capacity and bring those services within the state. This should become a primary focus of AA's.
- It would be easier for the AA to know what the process is going to be and then they can determine how to make choices, rate bands etc.
- NH was approved for TA and will work with Mary & Robin from HRSI. The extension was approved. We need assistance and direction but it will be up to the State and AA to develop processes

Action Items

What	Who	When
Send out invite to have more AA representation on "Develop a template for the Provider Selection Process workgroup"	Karen McLaughlin	As soon as possible

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Provider Agency Outcomes Report - Probation Process workgroup

Members:

Jessica Gorton – BDS Lead

Kim Shottes

Mary St. Jacques

Mark Mills

Sue Silbsy

Ann Potozack

- There had not been any meetings since Jude Schultz retired
- Would like to develop a survey to drill down and find out what would families really want to see
- Will work in alignment with Quality Council Transparency Committee
- Some concerns/items raised
 - Caution use of the word “probation”
 - Suggestion to review system childcare/licensing uses and possibly mimic the format
 - Unless you fully understand how to read the report, ex. a very minor violation may fall under a category such as “potential bodily harm or death, or a slip & fall accident could lead to an unsafe work environment violation. We need to be able to help families grasp what the violations are and make informed decisions.
 - Link to AA websites? Possible to show how many individuals from an area are being served?
 - There should be a standard vetting process for all AA. Standard of practice will simplify the process
 - Need to define “safety” it cannot be subjective
 - Need to find balance
 - Need to teach families how to interpret the data this report would provide develop tools/literature. But families do need to do their own due diligence when choosing a provider
 - It is hard, some families do not retain the information from trainings
 - Families sharing information can lead to misinformation or inaccurate information being shared
 - What about some sort of rating system like Amazon or Glassdoor uses?
 - Will also need to include how to include public guardians
 - Do more outreach at the school level? They have great data but it does not match up with AA numbers.

Action Items

What	Who	When
Develop a survey to determine what they would want to see on the Provider Agency Outcome Report	Mark Mills Sara Aiken	To be determined

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Develop a process on what to do if there are no willing and able providers workgroup

Members:

Kaarla Weston – BDS Lead

Marissa Berg

Liz Charles

Rebecca Bryant

- Workgroup worked to develop specific exemptions examples
- We had a drafted this information into a document and are waiting to hear back from CMS
- We will regroup and discuss further with AA who have had success, what lessons have been learned etc. in order broaden understanding

Action Items

What	Who	When
Invite AA representatives from regions 1, 2, 3, 5 & 10 to join this workgroup	Kaarla Weston	As soon as possible

Next meetings:

Monday, December 17, 2018 from 1:30PM – 3:30PM – O’Brien Conference Room – Community Bridges

Tuesday, January 22, 2019 from 2:00PM – 4:00PM – O’Brien Conference Room – Community Bridges

Tuesday, February 19, 2019 from 2:00PM – 4:00PM – O’Brien Conference Room – Community Bridges

Monday, March 18, 2019 from 1:30PM – 3:30PM – O’Brien Conference Room – Community Bridges

Minutes taken by: Maureen DiTomaso

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DATE	TIME	LOCATION
September 5, 2018	2PM – 4PM	Lilac Conference Room / Main Building

MEMBERS

X= In Attendance				
x	Aiken, Sarah	x	Barry, Ellen	Berg, Marissa
x	Blaine, Sara		Cordaro, Jen	DiMartino, Lisa
x	Donovan, Jerry		Donovan, Michelle	x Dushan, Pamela
x	Ford, John	x	Hunt, Sandy	x McLaughlin, Karen
x	Mills, Mark	x	Potoczak, Ann	x Royce, Richard
	Schultz, Judith	x	Shottes, Kim	Silsby, Susan
x	Skoby, Jan	x	St Jacques, Mary	x Vachon, Laurie
x	Weston, Kaarla			
			GUESTS:	None scheduled

MEETING OBJECTIVES

- Review committee member list
- Discuss outcomes of workgroups
- Set next meeting

Discussions:

Discussed changes to the provider selection subcommittee membership

Develop a list of AA contacts for provider selection process workgroup – discussed changes to the AA contacts for provider selection process list

Develop a list of vendor agencies workgroup –Discussed the suggested survey monkey designed to be sent to vendor agencies, suggested changes and revisions to be made prior to it being sent out to vendors

Develop a template for the Provider Selection Process workgroup –Discussed changes to the RFP process to allow individuals/families to have choice. This workgroup is going to be put on hold until this subcommittee can get more AA representatives

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Develop a Provider Agency Outcomes Report / Probation Process workgroup – they are currently pulling together data that is currently collected and which different perspectives need to be answered. Trying to get family input as to what they would like on a “score card”. Looking at possibly sending a survey to families to determine what is most important to them.

Develop a process for no willing & able provider agencies workgroup – CMS is reviewing the work this workgroup has put together.

Action Items

What	Who	When
All surveys should be finalized and sent prior to next meeting	Workgroup members	Prior to November 13, 2018

Next meeting Tuesday, November 13, 2018 @ 2PM at Community Bridges conference room

Minutes: Provider Selection Subcommittee

DATE	TIME	LOCATION
July 20, 2018	1PM – 3PM	Kimball Conference Room / Main Building

MEMBERS

X= In Attendance					
	Sarah Aiken	x	Ellen Barry	x	Sara Blaine
x	Jen Cordaro		Jerry Donovan	x	Michelle Donovan
x	Pamela Dushan	x	Darlene Ferguson	x	Sandy Hunt
x	Mark Mills	x	Ann Potoczak	x	Richard Royce
x	Jan Skoby	x	Weston, Kaarla		
			GUESTS:		None scheduled

MEETING OBJECTIVES

- Review workgroups
- Set next meeting.

Discussions:

Develop a list of AA Contacts Workgroup – list completed

Develop a list of vendor agencies workgroup – pulled information from the BDS website, need all vendors on this list. Will create a survey monkey to distribute to all vendors to gather current information

Develop a template for the provider selection process workgroup – reviewed all RFP forms and developed a draft universal RFP and RFP response forms, forms were reviewed and discussed. Workgroup will continue to work on refining the forms

Develop a provider agency outcomes report workgroup – reviewed a draft document this workgroup is working on. Form is still in process and working will align with the waiver to keep consistency between all forms

Develop a process if there are no provider agencies in region workgroup – reviewed a draft document, CMS indicated there needs to be guidelines. Will be procedures developed to make sure RFP was sent to every vendor in the region

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Action Items

What	Who	When
All workgroups please send next meeting date/times to Maureen DiTomaso	Workgroup members	ASAP
All workgroups please send draft documents to Maureen DiTomaso prior to next meeting	Workgroup members	Prior to September 5, 2018

Next meeting Wednesday, September 5, 2018 @ 2PM

Minutes: Provider Selection Subcommittee

DATE	TIME	LOCATION
April 12, 2018	1PM – 3PM	Chandler Conference Room / Main Building

MEMBERS

X= In Attendance					
x	Sarah Aiken		Ellen Barry		Sara Blaine
x	Jen Cordaro	x	Jerry Donovan	x	Michelle Donovan
x	Pamela Dushan		Darlene Ferguson	X	Sandy Hunt
	Mark Mills		Ann Potoczak	x	Richard Royce
x	Jan Skoby	x	Weston, Kaarla		
			GUESTS:		None scheduled

MEETING OBJECTIVES

- Request AA current RFP packets to discuss at next meeting
- Vetting process used currently
- Oversight process
- State Score Card examples
- Set next meeting.

Discussions:

Most AA would like a standardized process, but understand there are limited resources. Goal of subcommittee is to help families choose providers but not lose the unique aspects of each AA

Determined baseline statewide recommendations and then AA can add onto those recommendations.

AA will present information to families consistently

Reviewed RFP forms from multiple AA to determine variances & similarities

Group agreed 90 days is a reasonable timeframe for recommendation request

Reviewed vetting process from AA, will reference this within the workgroup created

Determined workgroup members

Next meeting Friday, July 20, 2018 @ 1PM

Minutes: Provider Selection Subcommittee

DATE	TIME	LOCATION
February 14, 2018	1PM – 3PM	BDS Conference Room / Main Building

MEMBERS

X= In Attendance					
x	Sarah Aiken		Ellen Barry	x	Sara Blaine
x	Jen Cordaro	x	Jerry Donovan	x	Michelle Donovan
x	Pamela Dushan	x	Darlene Ferguson	x	Sandy Hunt
x	Mark Mills	x	Ann Potoczak	x	Richard Royce
x	Jan Skoby	X	Weston, Kaarla		
			GUESTS:		None scheduled

MEETING OBJECTIVES

- Create workgroups
- Discuss what is needed for a comprehensive proposal and budget & determine turnaround timeframe
- Set next meeting.

Discussions:

Created a workgroup to develop a list of AA contacts for provider selection process

Created a workgroup to develop a list of qualified provider agencies that will be included in the provider selection process

Created a workgroup to develop a process son what to do if there are no provider agencies available in the region

Discussions tabled

- Review process for vendor agency selection by individual/family

Action Items:

What	Who	Discussion / Resolution
Request AA current RFP packets to discuss at next meeting	Sara Blaine	Discuss next meeting
Vetting process used currently	Mark Mills	Discuss next meeting
Oversight process	Ellen Barry	Discuss next meeting
State Score Card examples	Sandy Hunt	Discuss next meet

Next meeting Thursday, April 12, 2018 @ 1PM

Minutes: Provider Selection Subcommittee

DATE	TIME	LOCATION
December 6, 2017	2:30PM – 4PM	Main Building Hilton Conference Room

MEMBERS

X= In Attendance					
X	Sarah Aiken	X	Ellen Barry	X	Sara Blaine
X	Jen Cordaro	X	Jerry Donovan	X	Michelle Donovan
X	Pamela Dushan	X	Darlene Ferguson	X	Sandy Hunt
X	Mark Mills	X	Ann Potoczak	X	Richard Royce
X	Jan Skoby				
			GUESTS:		None scheduled

MEETING OBJECTIVES

- Determine how & when the request for proposal (RFP) process is initiated
- Determine which provider agencies receive the RFP
- Discuss comprehensive proposal and budgets for submissions, include deadline & turnaround times
- Review process for vendor agency selection by individual/family
- Set next meeting.

Discussions:

Having a standardized statewide RFP process is necessary

Examples of Region 4's process what distributed for group to review

RFP is initialized by the Area Agency (AA) when an individual is in need of services

An initial email is sent to vendors with a non-committal RFP (with basic client information), if vendor shows interest, the AA will submit more comprehensive information, including much more details and records. Give vendors information on individual's diagnosis, medical needs, where do they want to live, where do they live currently, the time frame needed for services to start etc.

AA's have vendor agencies which are put through a vetting system to qualify to work with them

Suggestion this subcommittee creates a statewide vendor “report card” type system? Include insurance, best practices, services, how they are doing, include qualifying information and deficiencies. Possible create a dashboard?

Normal timeframes are response from vendor within 5 days. Vendors normally set up interviews within 2 weeks. One average after interview vendors have 3 weeks to complete proposal & submit a budget.

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Discussions tabled

- Review process for vendor agency selection by individual/family

Action Items:

What	Who	Discussion / Resolution
Create a list of contacts from the Area Agencies	All	Discuss next meeting

Next meeting Wednesday, February 14, 2018 @ 1PM