

**Nebraska Department of Health and Human Services
Division of Behavioral Health
Nebraska System of Care (NeSOC) Leadership Board**

July 13, 2017 1:00 – 4:00 pm Nebraska State Office Building, Lincoln, NE

Meeting Minutes

I. Call to Order/Welcome/Roll Call

Tamara Gavin, Deputy Director called the meeting to order. Courtney Phillips, DHHS CEO and presiding member was unable to attend today's meeting. The Open Meetings Law was posted in the meeting room and all presentation handouts were available for public review. The public comment sign-up sheet was identified and made available to the public in attendance. A reminder was provided to those in attendance that public comments are taken at the end of the meeting. Each person has three minutes to make comments and needs to sign in if they wish to speak. Those wishing to make non-public comments may send them in to DHHS care of Linda Henningsen.

Roll call was conducted and a quorum was determined to exist. Voting members in attendance: Beth Baxter, Karla Bennetts, Michele Borg for Matthew Blomstedt, Julie Scott for Ellen Brokofsky, Greg Donovan, Joseph Evans, Mary Jo Pankoke, Corey Steel, Mary Thunker, Amy Weaver and Kristin Williams. Non-voting members in attendance: Tamara Gavin, Bernie Hascall and Cynthia Harris. Members absent or sending substitutes: Desiree Acosta, Donita Baxter, Matthew Blomstedt, Ellen Brokofsky and Courtney Phillips. Non-members absent: Nathan Busch. Guests in attendance: Sheri Dawson, Director Division of Behavioral Health and Susan Feyen Reay, UNMC Omaha-Behavioral Health Education Center of Nebraska.

II. Motion to Approve Minutes

Karla Bennetts, co-chair, opened the discussion to approve the minutes from the May 31, 2017 meeting. A copy of the minutes was sent to members prior to the meeting and included in the meeting participant packet of materials. There being no questions, Mary Jo Pankoke moved the minutes be approved. The motion was seconded by Kristin Williams. There being no discussion the motion carried by roll call vote.

III. Old Business

Beth Baxter opened the discussion of the following items.

- a. Performance Metrics and Targets: Tamara Gavin noted that this agenda item is a confirmation back to the Board that the language changes that were recommended at the last Board meeting have been adopted and incorporated into the three specific metrics. Gavin noted that recommendations for target numbers have been made to Courtney Phillips but approval of these recommendations have not been received to date. Target numbers for the three metrics will be shared with the Board once approved.

IV. New Business

Co-Chairs

Beth Baxter opened discussion on the following items:

1. **CQI Matrix:** Bernie Hascall led the discussion noting the CQI Matrix document in the meeting packets. Hascall reported the document was submitted to the Implementation Committee and additional feedback was given by the Committee. Hascall noted that the overarching scope for the document was developed by the CQI work team in looking at all the measures for the SOC initiative. Additionally, many of the measures contained in the document are looking specifically at children/youth served through the grant in the first year. The CQI team has been reaching out to other system partners regarding other CQI measures that may speak to a specific measure in the document to help create a better narrative. Hascall noted that there are specific measures in the document where the Implementation Committee identified changes or suggestions to the measure to take back to the CQI work team. These changes or suggestions are noted in the document, where appropriate, by a “box” with “BH1” etc. followed on the subsequent page by a printout of the suggested change or next step for the CQI item(s). Hascall stated that the biggest takeaway from this agenda item is that the focus for the first year will be that the majority of the measures will come from those identified children/youth who are being served through the SAMHSA grant. For those measures not captured in the SAMHSA grant, the CQI team looked at how best to denote the metric. Some of the measures are correlated to education and the CQI team will be working with the Department of Education for additional language that can help to better articulate a specific measure. Some of the measures came out of the original planning grant and in looking at them, they seemed out of context. Where these are identified, the measure will go back to the CQI work team to look into the possibility of a different yet correlated measure.

Hascall opened the floor for questions. Beth Baxter asked if milestones or metrics have been identified for 2018-2019. Hascall noted that the intent was to come up with a baseline for several of the measures by December 2017. Some measures will be marked for reporting on a quarterly basis, others on a semi-annual basis. The intent of the CQI work team is to have the baseline information as a standing agenda item in order to identify/develop data that could be shared with the Leadership Board and the Implementation Committee going forward. Hascall recognized that the work groups as well as the Board and Committee would like data to inform their ongoing work. Tamara Gavin noted that for most of the metrics, the CQI work team recommendation is that baselines will be established by the end of the calendar year. Once baselines are established, frequency of reporting and/or expected changes will be determined. Gavin also noted that as Board members continue to look through the CQI document, if it doesn't capture metrics that were not identified in the planning grant or through the course of the SOC work to date, there is the flexibility to add additional metrics. Additionally, if metrics currently identified don't seem as meaningful or are duplicative of measures identified for other initiatives, they can be deleted. Amy Weaver questioned the measure for Objective 3.2 (page#15), specifically asking for an expanded clarification for “recommendation”. Hascall answered that the reference is to Mark DeKraai, PhD with UNL Public Policy Center and is the lead for this objective. Dr. DeKraai attends the Implementation Committee meetings and typically queries the group for updates/information specific to the objective and establishing baseline. Hascall noted that for some measures the “data collection population” will be all children/youth in the state while others are specific to grant-related children/youth. For Objective 3.2, “collection population” should reflect all children/youth as it is not grant-specific. Tamara Gavin added that Dr. DeKraai's team is still refining how they will be collecting the data.

Greg Donovan noted that Goal #3 in the CQI document is ambitiously phrased in referencing NeSOC as the “gold standard” and that the measures are more quantitative than qualitative. Donovan questioned how the measures work in support of the goal statement. Hascall noted that the intent is to use the quantitative data as baseline information from which targets can be set. Tamara Gavin suggested turning this issue back over to the Board to decide if the issue with Goal #3 be formally adopted or if the CQI work team should keep moving forward and revisit the issue. Hascall noted that the information, questions and suggestions presented in today’s discussion will be shared with the CQI work team for ongoing development of the matrix.

2. Year 1 Recap Meeting: Beth Baxter noted that there have been previous discussions about how to provide information on the status of NeSOC. Bernie Hascall provided further explanation on the intent of a recap meeting. A discussion within the Implementation Committee resulted in a recommendation for a joint meeting between the Board, Committee and work group chairs. Meeting content would include accomplishments of Year 1 and targets for Years 2, 3 and 4. The meeting would be another opportunity to “level set” and make sure everyone is going in the same direction and in agreement on moving forward. Hascall queried the group on their thoughts and suggestions around a Year 1 recap meeting. Hascall noted that the suggested meeting would likely occur before the next Board meeting in October. It was questioned if the intent of the meeting is a “working” meeting and Hascall noted that it would be more of an overview of progress made by work teams. It was questioned whether or not a Year 1 document or report could be compiled to “memorialize” the work done to date. Tamara Gavin noted that in addition to reviewing the work done to date, the meeting would also provide an opportunity for Board, Committee and Work Team members to make recommendations for changes, to discuss barriers to be addressed etc. in an effort to position NeSOC for Years 2, 3 and 4. Joe Evans expressed an interest in hearing from the Regional Behavioral Health Authorities in this regard. Gavin noted that the meeting should occur with an eye on the development of Year 2 budgets that will begin October 1, 2017. A Doodle Poll will be conducted to determine an acceptable date for a half-day meeting. Hascall emphasized that the meeting is intended as a working meeting as a means of providing additional direction to the NeSOC project.

3. Reporting out:

a. **Training Lead:** Bernie Hascall introduced Susan Feyen-Reay of BHECN as the Training Lead for NeSOC. Ms. Feyen-Reay noted that she has had previous experience working with systems of care and that her role with NeSOC is to coordinate the training process and organize system of care trainings for the state. Feyen-Reay referenced a visual in the participant packet that depicts the “systems” targeted for training, i.e. law enforcement, medical, early childhood education etc. The initial task was to conduct a needs assessment to identify stakeholders, i.e. who are the groups to be targeted for training and next to work collaboratively with Regions and different partners to identify training needs. Ms. Feyen-Reay noted that she and Bernie Hascall have been conducting conference calls with Regions to discuss specific training needs. Ms. Feyen-Reay also noted she has been working closely with the Family Lead Contact on developing the Family Leadership training to begin in August and September. There are several focused areas with training that are in development such as an introduction to System of Care 2.0 for individuals currently working in a child-serving system. This training will be reviewed by the Board, Implementation Committee, Regions and families during roll-out followed by a train-the-trainer model where training would be provided and turned over to Regions to implement. Additionally, a separate training is being developed specific to

incorporating a system of care philosophy within any training topic, i.e. new worker orientation or training family support workers. This will be a “how to” guide that will incorporate the principles of adult education and how people learn. A draft of this training module will be ready for the Training Work Team’s August meeting or shortly thereafter. Ms. Feyen-Reay noted that the Regions are asking for direction on local training. A possible strategic planning phase may be incorporated to assist in direction, similar to the planning done with Dan Embry in Region 3.

Looking towards the future, there will be development of a training web page, hosted by BHECN, that will coordinate the training being done statewide. Beth Baxter noted that the conference call with Ms. Feyen-Reay and Bernie Hascall was helpful in articulating training needs within the region as well as how to provide unity and consistency among the region’s leadership. Joseph Evans noted there will be a compendium of trainings accessible through the BHECN web site to include sharing of resources i.e. EBP training models etc. Bernie Hascall noted regional training should be planned and intentional and fit into each Region’s plan for system of care over the four year grant. Hascall also questioned the degree of Board involvement, i.e. providing direction or vetting of a training model, if a region requests additional technical assistance specific to training. Tamara Gavin asked if the training overview presented resonates with Board members in thinking about a broad system of care training or if the “how to” guide would be useful. Gavin asked if there were other considerations for training not presented today. It was asked if the vision would be for an initial training to capture individuals working within systems now but that materials would be incorporated into ongoing training for new individuals. Ms. Feyen-Reay noted that it is difficult to develop a training that addresses the different needs of regions and systems. The training being developed is a foundation that addresses what should be included when talking about understanding system of care. There will be sections that will be provided by regions and family members that can be tailored to fit the local needs and adjusted for the audience. The follow up to this would be a how to kit that speaks to keeping the system of care values incorporated into the work people are doing in each setting. Tamara Gavin asked Greg Donovan for any lessons learned from the training being doing within the Society of Care grant. Donovan noted that the challenge has been the development and presenting occurring at the same time. Donovan also noted that expectations are created in delivering the system of care philosophy and that there needs to be a level of involvement when putting the system of care in place so that these expectations can be met. Michele Borg noted training needs for schools, i.e. EBP/trauma-informed care with a system of care lens. Bernie Hascall asked if there should be a review of the training component as part of the year end recap meeting. Ms. Feyen-Reay noted that a draft of the training 2.0 model might be available to present at the meeting. Beth Baxter asked for next steps specific to training. Bernie Hascall noted that moving forward for the Board will be “level setting” at the October meeting as well as gathering T.A. needs from Regions and connecting each with the appropriate resources. Ms. Feyen-Reay noted that compiling data that denotes commonalities among the Regions will also be completed to provide direction in moving forward. Beth Baxter noted that other groups need to be incorporated into the plans for training such as community collaboratives and prevention coalitions.

b. Family Lead Contact: Bernie Hascall noted that Sharon Dalrymple, Family Lead Contact is currently working with Region 2 and not in attendance. Hascall pointed out that Ms. Dalrymple’s role is to insure family voice is infused through the system of care efforts. She is also the liaison to the Youth and Family Advisory Councils, participates on each of the work

teams and has developed documents specific to family leadership for different entities within the system of care. Hascall reviewed the outline for the Family Leadership training that addresses the role of youth and family participation at meetings, work teams and other activities. Ms. Dalrymple has worked with the state's family organizations as well as national organizations in developing the family leadership training which will be a two-day retreat to occur during the last weekend in August. This will be an activity-based, relationship-based training event. The goal is to create a relational community for moving forward. Julie Scott suggested that the family leadership training incorporate an overview of each entity within the system of care, from a partnership perspective. This module has been developed by a previous work group and would be available for the family leadership training. A similar model for youth is also in development.

c. Standing Work Teams – Updates: Bernie Hascall provided the following updates for each of the work teams noting that members of the Board have an opportunity to participate on any team of their choosing:

- **Financial Investment:** The team continues to utilize the TriWest report as a guide for its work. A financial crosswalk has been developed. The next step is to look at the children/youth who use the top 10% of the resources. The team is investigating how best to capture this data. The team will look at the data to determine what is missing in the system and to define efficiencies.
- **CQI:** The work team has developed a CQI matrix. The team is pleased with the favorable reviews of the matrix by the Board and Implementation Committee.
- **Training:** An overall update was provided by Susan Feyen-Reay earlier on the agenda.
- **Cross-System Services and Supports:** The team is working on service definitions for both professional and therapeutic consultation. Drafts of the definitions have been presented to the Implementation Committee and feedback was given. Hascall noted that the definitions were initially developed with a narrow scope, i.e. school/educational-based settings. The Implementation Committee has suggested broadening the scope and changes will be made to the definitions to reflect this feedback. The team has also initiated discussions around fostering connectedness between the community collaboratives and other system partners.
- **Social Marketing:** The initial Communication Plan has been developed and a more concrete “high-level” plan is being developed that defines what will happen when and how often news/information will go out. The System of Care DHHS web site has been updated and it reflects the information that was requested. The web site is a good repository of historic system of care documents as well as resources for system partners.

Hascall noted that a Survey Monkey questionnaire has been sent out to members of all work teams. It is expected that the questionnaire will identify any gaps in team membership and that recruitment of new/additional members would be initiated as needed.

4. Board member information sharing and feedback:

Beth Baxter deferred to Tamara Gavin to lead the discussion. Gavin noted that the Board has been meeting for almost one year and opened the floor to a discussion and conversation regarding Board meetings. Feedback was requested any changes/adjustments/improvements to meeting structure, schedule, content, scope and focus, information or any other issue Board members might have. The following points, suggestions and comments were made as a result of the discussion:

- Participation in Board meetings has been a positive use of time and members appreciate the opportunity to provide feedback and suggestions.
- Year 2 will be important in looking at what progress has been made.
- Having a recap of recent achievements and pending challenges/gaps at Board meetings would be helpful.
- Determining content for Board meetings was questioned. Gavin noted that the challenge has been flushing out what items should come before the Board and considering the interest of the Board verses what should be delegated and kept at the Implementation Committee level. Often timelines dictate what should come before the Board, i.e. approval of the metrics etc. and other times it is a means of keep the Board informed. Gavin also noted that if there are specific items/issues that the Board wishes to review, those topics could be pulled together for quarterly review.
- It would be helpful to have written summary reports from the Regions and work teams as a standard document for members to review before each Board meeting rather than using agenda time. Issues, comments and feedback on these summary reports could be part of the agenda rather than a lengthy review of each entity's work. This summary report would be consistent for all entities and might include topics such as the focus of each Region/entity, status updates, most recent achievements, pending challenges. The reporting and updating would be done before the meeting through written reports/materials as a "consent" agenda item allowing members to focus their meeting time on the big issues coming before the board. It was noted that creating reports for Board members, generates benchmarks for project staff and establishes a level of accountability. It was noted that focusing the Board's time on decision-making issues, the Implementation Committee would be more effective. Gavin concluded that project staff would develop a standard report-out document and bring it to the October meeting.

VI. Public Comment

Karla Bennetts opened the floor for public comment. There were no members of the general public in attendance wishing to make comments.

VII. Next Meeting

- a. Set next meeting date: **October 12, 2017 NSOB LL-D, 1:00-4:00 PM**
- b. Next meeting agenda items:
 - Written report-outs from Regions, Implementation Committee and work teams
 - Next Legislative session – what's needed for SOC?
 - End-of-year SAMHSA expectations
 - Financial plan
 - Marketing
 - Evaluation (PPC) reports

VII. Adjourn

Corey Steel motioned and Mary Jo Pankoke seconded to adjourn the meeting. Motion passed by voice vote and the meeting was adjourned.