

ATTACHMENT A Milestones and Timeframes

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ARR Section 7 Assessing Needs and Managing Demand

NorthCare monitoring and analytic staff were responsible for compiling and analyzing the data for the environmental scan. Concerns from citizens and consumers were solicited through ten public forums held in the fall of 2008 and spring of 2009. The scan included:

- 2008 & 2009 Program Planning Guidelines (PPGs) from the five CMHSPs
- Annual Reports from NorthCare and the five CMHSPs
- Performance Indicator data and consumer satisfaction data for the region
- Service Data on EBPs across the region
- Regional data compiled from the Data Warehouse on the subpopulations reported in the PPGs
- Preliminary analysis of children with developmental disabilities who do not have Medicaid
- Current financial information from the federal and state and local level
- Evaluation feedback and comments from the forums

NorthCare Strengths: According to the 2008 PPGs, the providers are meeting the service needs for Medicaid members who meet priority population. Medicaid consumer data of the sub populations in the 2008 PPGs indicates services are being provided to all populations. The centralized access system has been operational for all 15 counties since 10-08. Access' no wrong door policy assists citizens to get referrals to the appropriate provider. As of October 2008, all emergency services are documented in the NorthCare electronic medical record. This streamlines access to care at the CMHSP if indicated after inpatient hospitalization. Service data supports an increasing number of consumers are receiving Family Psycho Education treatment and integrated care for co-occurring disorders.

NorthCare Challenges: The PPG format for assessing community needs does not create a consistent report. The Boards responded differently in assessing under served or unserved populations. A separate report was created by NorthCare and preliminary data demonstrates serious financial expenses for children with developmental disabilities who are general fund. Downward trends in service provision were seen for consumers funded by general fund dollars. This crisis is going to be further compounded by the release of many prisoners with serious mental illnesses who will require treatment in our communities but may not have funding. There was no current information from NorthCare Coordinating Agency as their annual report request was issued later than the PPGs and was not available at the time of this writing.

NorthCare Opportunities: Movement toward integrated health care is essential at this time. Section 8 outlines the plan for working with regional partners to begin creating a healthcare home for our citizens. This is our primary intervention for managing demand externally. Internally, NorthCare and the five CMHSPs have to develop the assessment tools to accurately project the individuals who will require our most intensive services in the next five years. Section 10 and Section 11 have parts of this assessment in their focus on residential staff and training. We need to look at the other probable groups with increasing need: children with developmental disabilities that have a strong behavioral component; individuals with criminal involvement who have serious mental illness or developmental disorders or co-occurring disorders; and aging individuals who have been managed in family homes and now their parents are unable to care for them.

NorthCare's overall goal is to provide the right treatment at the right time for the individual who makes an informed choice to participate in the treatment. This requires consistent services and treatments being offered across the fifteen counties. We recognize the size of our communities and the significant distances between communities impacts our ability to attain this goal. That being given, this is still a goal to seek to approximate.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

Milestones Section 7 Assessing Needs and Managing Demand	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
Milestone 1 NorthCare will complete its transition to a data driven division of Pathways.			
1.1. NorthCare will restructure its committees to align with the goals of the ARR, its regional goals and business goals.	NA	<p>1.1.a. Q4FY09 & Q1FY10 FY10 Q3?</p> <p>1.1. b.1. Q2FY10</p> <p>1.1.b. 2. Q2 FY10-ongoing Q3FY10 Q1FY11</p> <p>1.1.c. Q2FY10 Q4FY10 Q1FY11</p>	<p>1.1. a. New organizational alignment plan will be brought to the NorthCare Board PMC by December 2009 February 2010 January 2011</p> <p>1.1. b.1. NorthCare Utilization Management will be restructured and focused on analytics based in the regional EMR.</p> <p>1.1. b.2. NorthCare UM Coordinator and Substance Abuse service providers will work with CFO and Section 11 team including SA on residential placement analysis for trending future needs.</p> <p>1.1. c. Customer Services will develop tools to better assess consumer participation in PCP and satisfaction with services.</p>
<p>11-09 We are working to revamp the committees to align with the ARR. May not meet our December date. 3-14-10 Our dates for working on this entire section have had to be moved forward by at least 6 months as the NorthCare COO and the Pathways CEO unexpectedly retired with one month's notice effective the end of Feb 2010. This has lead to delays in organizational changes and assignments. We will revisit this section when there is a new COO in place for the region as this was her section to guide. 3-15-10 1.1.c. The Member services committee will discuss whether or not they will accept this task at their April meeting. 8-17-10 1.1 NorthCare has hired a new COO and will begin Strategic Planning this fiscal year. A primary focus will be on organizational and committee structure to ensure essential PIHP functions are addressed including assessment of needs and demand management.</p>			
Q1 FY11			
<p>1.1. 12/17/10 –NorthCare-- In light of budget reductions and staff reductions, NorthCare staff have actively begun the review of committee structure and function, not only to better accommodate the goals of the ARR but also to improve communication, accountability and to clarify committee charges, reporting responsibilities and data needs. This work will not, however, be completed by January.</p> <p>1.1. 1/26/11 HBH has completed its Strategic Planning process for FY11 and the management implementation plan is under development.</p>			

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Q2 & Q3 FY11 Please update for both quarters			
<p>7-25-11 NorthCare: NorthCare is completing the work on reorganization of the work done by the PIHP. The goal is to have the new organization in place for FY12. NorthCare will conduct its regional work through eight primary committees and numerous workgroups, sub-committees and ad hoc project teams.</p>			
<p>Milestone 2 An Assessment of regional needs will be developed and implemented over the next five years.</p>	<p>2008 & 2009 PPG data and annual reports</p>		
<p>2.1. A. standard community needs assessment will be developed.</p>		<p>FY10</p>	<p>2.1. a. Work with MDCH and review existing measures to assess community need including substance abuse services. 2.1. b. Work with stakeholders (ISD, Health Plans, etc.) who may have data relevant to not yet served individuals who may require services in next five years. 2.1. c. Regional resources need to be reviewed to avoid duplication of services.</p>
<p>11-03-09 MDCH wondering if we need to beef up this section earlier. Hoping that the PPGs revamping from the Department will help us in this area. Wondering about adult children with a DD of aging parents; Michigan Prison Re-entry Program – case management program given to local SA provider who is making referrals to the appropriate provider – Centralized access is getting the calls when appropriate, Children with DD – what are we doing to serve. Audrey suggesting we join with the workgroups of the DD Council. We need to get their newsletter, and hopefully get involved in one or two of the workgroups. Like family support workgroup. 12-09 Reviewed the MDCH website and did not find information about how to get their newsletters and updates. Will pursue when I have more time. Very useful website otherwise. 3-14-10 The old PPG format of reporting has been abandoned. TSG is working on the needs assessment area and we will adopt their recommendations when available. 8-17-10 1.1 In the event the TSG does not produce standard community needs assessment tool, the PIHP will employ an alternative to be employed affiliation wide. NorthCare staff now receive information from the DD council secretary of events, meetings, etc. 8/26/10 HBH --Completed an update of its Residential Needs Assessment/Plan this summer via survey of all current consumers and clinical staff, data from ISD's, and requests for services. A recommendation regarding its residential system will go before the Board this Fall. A new round of strategic planning has begun, with the initial meeting of the Planning Committee which includes Board, staff and consumer members. Currently recommended changes are being sent out for input. Meetings will continue to update goals and direction and there is a tentative adoption date scheduled for the December Board meeting. 08/10 Pathways—we will work with NorthCare as requested. No updates at this time.</p>			
Q1 FY11			
<p>12/17/10 - The five affiliate CMHSPs are in the process of completing their annual submissions and will send them to the PIHP and MDCH by January 31. We continue to wait for the TSG workgroup and MDCH to provide a common format for community needs assessments. 01/11 Pathways: We completed our PPG Assessment and submit NorthCare and MDCH</p>			

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<p>Q2 &Q3 FY11 Please update for both quarters</p> <p>7-25-11 NorthCare: Each CMH completed the MDCH submission and several boards have implemented steps to reduce administrative costs. TSG is currently piloting a community needs assessment tool with the expectation that, if accepted by the MDCH, will be implemented state wide for this fall's submission.</p>			
<p>2 .2. The Community Needs Assessment will be implemented by all Boards.</p>		1.2.a.Q4 FY10	1.2. a.1. The Community needs assessment- before compiling PPG data, CMHSP will create common definitions so regional summary can be prepared.
		1.2.b.FY11	1.2. b. All five Boards will conduct assessment using standard tool(s) and assessment will be revised based on experience.
		1.2.c.FY12	1.2. c. Baseline data will be obtained for the region. Adjustments in current programming to accommodate changes in need.
		1.2.d. FY13 and 14	1.2. d. Analysis of data may lead to new program development. This is working in conjunction with the efforts in Section 8 toward pilots for person centered HealthCare Homes.
<p>3-14-10 See above response 8-17-10 2.2 In the event the TSG does not produce standard community needs assessment tool, the PIHP will employ an alternative to be employed affiliation wide.</p>			
<p>Q1 FY11</p>			
<p>12/17/10 - In accordance with the annual submission instructions from the MDCH, this year's submissions will be sent as required and the anticipated format from the TSG and MDCH will be utilized by all affiliates for next years' submission.</p>			
<p>Q2 &Q3 FY11 Please update for both quarters</p>			
<p>7-25-11 NorthCare: TSG is currently piloting a community needs assessment tool with the expectation that, if accepted by the MDCH, will be implemented state wide for this fall's submission.</p>			