WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

June 17, 2024
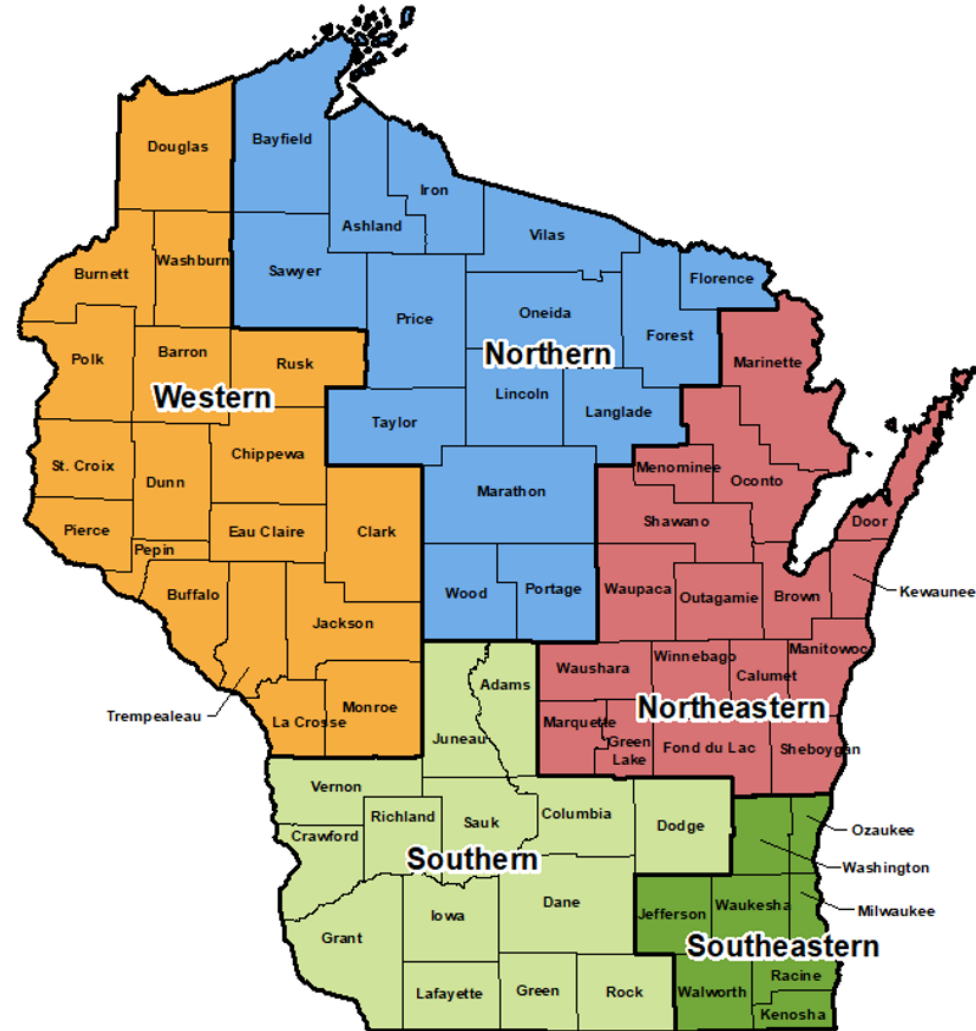
START Initiative Phase 2 Wrap-Up

Final Report Briefing

Agenda

- Welcome
- Background
- Phase 2 review
- Report focus areas
- Next steps
- Recognitions
- Questions

Welcome work group!

What part of Wisconsin are you from?

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Welcome work group!

Did you attend our kick-off meeting on September 14, 2023?

Welcome work group!

Have you visited our webpage since our last meeting? (dhs.wi.gov/dms/start.htm)

Welcome

Bill Hanna
Medicaid Director
DMS

Announcing a new name

Wisconsin IDD-MH System Improvement

Why is this work needed?

Affects people every day
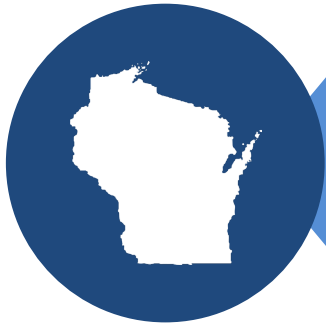
Statewide problem

Complex systems and issues

Report and recommendations

Released as early as June 18

Not created or owned by DHS

Solutions must be owned by us all

We can't do it all at once

Welcome

Gynger Steele
Administrator
DCTS

Background

How we got here

Phases

Phase 1

- National Center for START Services evaluation
- Across the lifespan
- Completed in the summer of 2022
- About 1,380 people participated
- Evaluation report is called the START Scan

Phase 2

(current phase)

- Community interest gathered in June 2023
- Formal kick off in August 2023
- Pursued participation of variety of partners
- Current work group is about 1,300 members

START Scan: 5 themes

1. Improve crisis services

2. Expand training and education of providers

3. Increase availability of outpatient and preventative mental health services

4. Improve coordination between service systems

5. Improve supports for those with intellectual and developmental disabilities and mental health (IDD-MH) needs so they have a better quality of life

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Phase 2

Review

Partner participation

- People with lived experience
- Parents and guardians
- Advocates
- Mental health providers
- State and county workers
- Managed care organizations (MCOs)
- IRIS (Include, Respect, I Self-Direct) workers

- Children's Long-Term Support (CLTS) Program workers
- University employees
- IDD services providers
- Educators
- Law enforcement
- Hospitals
- Others

Team structure
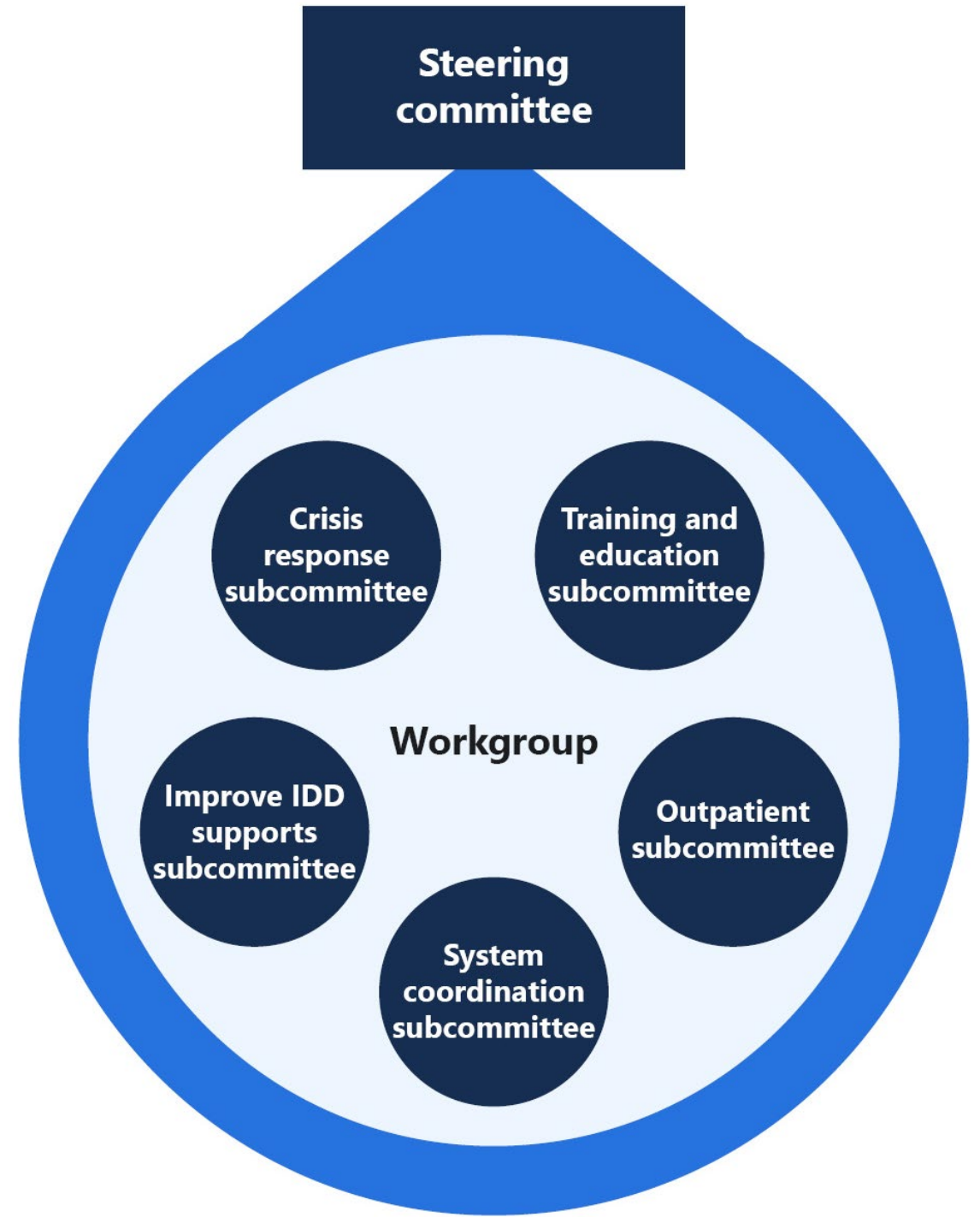
Subcommittee activity

- Five subcommittees were formed, each with 15-20 members representing different professions and/or life experiences. They met weekly or biweekly from September - December 2023.
- Subcommittees developed recommendations around their assigned theme.
- In November and December, each subcommittee developed and launched a survey to get input on their draft recommendations from this work group.

Subcommittee survey poll

How many of you responded to at least one of the five surveys?

Subcommittee activity

- The subcommittee surveys were posted on the webpage and sent to the 1,300 work group at-large members via email.
- Subcommittees used the survey feedback to inform their recommendations.
- Initial recommendations were submitted to the steering committee on Jan. 5, 2024.

900+ responses
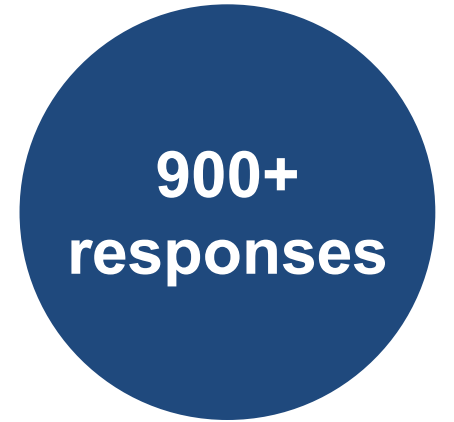
Recommendations

- Over 30 recommendations were submitted to the steering committee.
- A smaller group of steering committee members with representation from each subcommittee met to look for ways the recommendations could be organized and combined.
- They found eight focus areas that aligned with the original five START Scan themes.

Eight focus areas

1–Regional Supports

Bringing more resources and supports closer to where people are living to help them avoid crises and help if crises happen.

2–Expand Access to Psychiatric & Behavioral Health Services

Increasing the number and availability of doctors and mental or behavioral health providers who understand how to best serve people who have IDD-MH needs.

3–Rate and Billing Code Improvements

Improving pay so that more providers are interested and able to serve people who have IDD-MH needs.

4–Technology Related

Using or improving technology to make it easier for people to find information and help.

Eight focus areas

5–IDD-MH Specific Training

Providing training to families, providers, leaders, and others so they can learn more about people who have IDD-MH needs and how to support them better.

6–System Review

Making it easier to get the right supports and services.

7–System Navigation

Helping people get the services and supports they need when their needs change or they are moving.

8–Oversight and Process Improvement

Improving services and making sure the best methods are being used.

Example recommendations from each focus area

Regional Supports

- Create regional teams that help families, providers, and others.

- Goal: Create regional teams that can respond to requests from families, providers, and others. Teams can offer training and consultation to help avoid crisis situations from occurring.

Top 10

Expand Access to Psychiatric and Behavioral Health Services
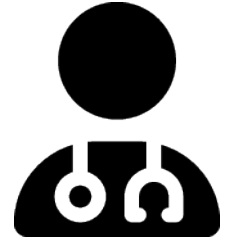
- Increase the number of psychiatric nurse practitioners and physician assistants trained to serve people with IDD-MH needs.

- Goal: Increase the education and training for new professionals to include IDD-MH specific training, clinical practice opportunities and mentoring.

Top 10

Rate & Billing Code Improvements $

- Provide a tiered rate structure for providers who serve people with IDD-MH needs and pay an enhanced rate to address acuity and care complexity.

- Goal: Increase the number of mental health providers with specific skills to serve people who have IDD-MH needs.

Top 10

Technology Related

- Expand the use of health information exchange systems by counties, crisis workers, first responders, etc.

- Goal: Make important information more easily accessible to responders who need it in crisis situations.

IDD-MH Specific Training

- Expand the DHS Certified Direct Care Professional (CDCP) training program to include modules related to IDD-MH.

- Goal: Create a uniform set of training and educational requirements to increase access to skilled and competent staff.

Top 10

System Review

- Analyze administrative rules and identify rules and regulations that create barriers to supporting people with IDD-MH needs.

- Goal: Review processes and policies to find duplication and unneeded steps. Simplify and streamline.

System Navigation

- Create transition teams that help children move to adult services.

- Goal: Families have the support they need to make decisions during their child's transition from children's to adult services.

Oversight & Process Improvement

- Establish a community of practice of IDD-MH partners for Phase 3 and beyond.

- Goal: Create an ongoing group of IDD-MH partners to consult on and be connected to Phase 3 of this project and other system improvements beyond Phase 3.
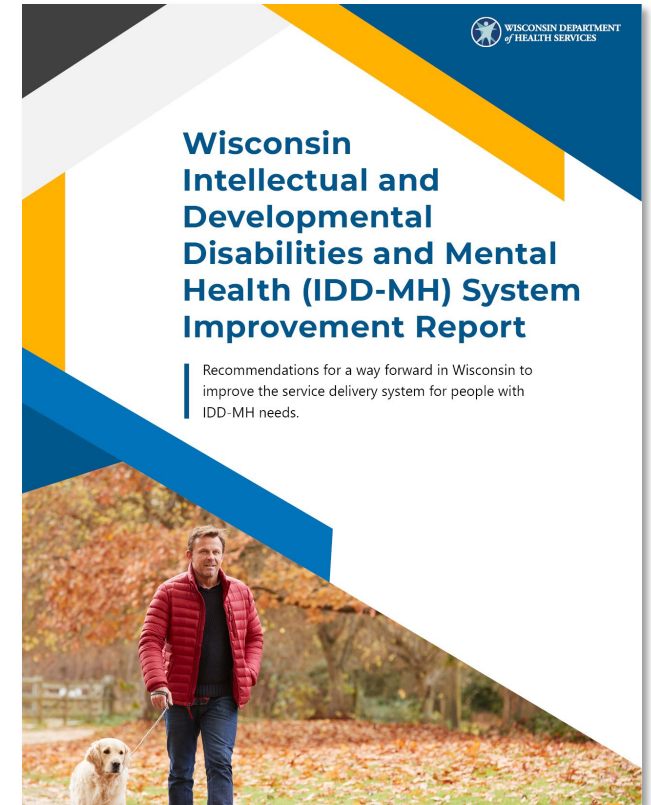
Using momentum

Quick wins

Community partnerships

Ongoing work

Complete set of recommendations

Check out the report!

- It contains the full set of recommendations!

- It's easy to read and accessible.

- It lists the steering committee's top 10 prioritized recommendations

Wisconsin Intellectual and Developmental Disabilities and Mental Health (IDD-MH) System Improvement Report

Recommendations for a way forward in Wisconsin to improve the service delivery system for people with IDD-MH needs.

DHS next steps

Publish and distribute report

Organize and kick-off Phase 3 Implementation

Determine recommendations to implement

Begin implementation

Recognitions

It takes a village

Thank you to our steering committee members!

- Geri Vanevenhoven

- Joanette Robertson

- Tom Bailey

- Cindy Bentley & Nancy Gapinski

- Colleen Rinken

- Julie Shew

- Lynn Karges

- Jeremy Kral

- Nicole Labinski

- Ann Lamberg

THANK YOU!

Thank you to our steering committee members!

- Jen Harrison
- Leslie Stewart
- Jeff Kaphengst
- Dan Kramarz
- Alicia Boehme
- Jackie Neurohr

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Thank you to our internal work group members!

- Tom Massopust
- Elizabeth Solomon
- Gladys Martens
- Laura Grulke-Rueter
- Dan Kramarz

- Ann Lamberg
- Alicia Boehme
- Nicole Labinski
- Jackie Neurohr

THANK YOU

Thank you to our subcommittee members!

Nearly 100 people representing children and adults, all IDD-MH partner groups, across all regions of the state

Thank you work group!

What we need from you:

- Read the report. It will be available June 18 on the website and will be sent to our email list.

- Share the information with others.

- Stay involved. The webpage (dhs.wi.gov/dms/start.htm) will continue to be your source of information about Phase 3 activities.

- Look for ways to start working on the recommendations.

Questions?

DHSDMSStart@dhs.wisconsin.gov

dhs.wi.gov/dms/start.htm