

WEBVTT

1 "Nicole Jones" (726947328)  
00:00:00.000 --> 00:00:09.389

It's myself, my name is Nicole Jones, and I am the director of risk prevention and I'm going to let my associate introduce herself.

2 "Jill Shoemate" (4017234688)  
00:00:10.529 --> 00:00:16.679

Hi, everyone my name is Jill. Sue me and I'm our division director of state support coordination.

3 "Nicole Jones" (726947328)  
00:00:17.939 --> 00:00:32.934

and today we're simply going to go over transition procedures the dna has been working on developing an online policy and procedure manual and transition procedures is one of those that we've been working on in the past several months so

4 "Nicole Jones" (726947328)  
00:00:32.934 --> 00:00:37.914

we're gonna discuss those procedures today and most of it is very much the same

5 "Nicole Jones" (726947328)  
00:00:37.939 --> 00:00:45.060

It will be kind of a review with minor updates and roles, and we're going to get into those as we go through. So.

6 "Nicole Jones" (726947328)  
00:00:48.055 --> 00:01:01.404

Let's start, I wanted to start with what is a transition 1st and really a transition is the process of an individual either physically moving to a new home with residential services or changing residential providers.

7 "Nicole Jones" (726947328)  
00:01:01.795 --> 00:01:04.795

A transition's made up of 5, different phases. 1st, being.

8 "Nicole Jones" (726947328)  
00:01:05.060 --> 00:01:17.820

Their selection then planning the transition coordinating the move, doing a post move, follow up and then transferring the individual's record. If applicable. Those are the 5 different phases.

9 "Nicole Jones" (726947328)  
00:01:20.845 --> 00:01:31.945

And who does this procedure apply too? So it applies to all individuals who have a comprehensive labor slot, who are moving into a new home with residential services, or changing residential service providers.

10 "Nicole Jones" (726947328)  
00:01:32.335 --> 00:01:38.995

And it also includes youth who have a comprehensively slot funded through an, with children's division.

11 "Jill Shoemate" (4017234688)

00:01:44.400 --> 00:01:47.790

So what's really changing with these procedures?

12 "Jill Shoemate" (4017234688)

00:01:47.790 --> 00:02:01.015

Is honestly, we won't have the previous, the risk prevention coordinator, or formerly known as community living coordinator will not be on those transition calls. So that responsibility is being shifted to.

13 "Jill Shoemate" (4017234688)

00:02:01.045 --> 00:02:07.705

If that support coordinator needs additional support to host the transition calls they will.

14 "Jill Shoemate" (4017234688)

00:02:07.790 --> 00:02:17.325

Support from their supervisor or another role that might be within your agency that can mentor and support a support coordinator.

15 "Jill Shoemate" (4017234688)

00:02:17.505 --> 00:02:24.615

And then if additional support's needed, you can pull in the assistant director or regional office director from your region.

16 "Jill Shoemate" (4017234688)

00:02:24.960 --> 00:02:32.040

So most of this should be a review for you of the transition policy and procedure.

17 "Jill Shoemate" (4017234688)

00:02:32.725 --> 00:02:46.795

So, what we've done, I know Nicole earlier went over all of the different areas of a transition. And so we have divided a procedure for each of those 5 phases. So I'm going to get started.

18 "Jill Shoemate" (4017234688)

00:02:46.795 --> 00:02:48.265

We're going to start with.

19 "Jill Shoemate" (4017234688)

00:02:48.570 --> 00:02:52.470

Procedure 9.4 B, provider selection.

20 "Jill Shoemate" (4017234688)

00:02:54.540 --> 00:03:06.205

And I also want to let, you know, before I get started, these were posted today and you should be getting a an email blast from mail today. So be looking for that.

21 "Jill Shoemate" (4017234688)

00:03:06.205 --> 00:03:14.455

But they are posted currently on our Internet site under the governance tab. And I can put that in chat a little later. So if you.

22 "Jill Shoemate" (4017234688)

00:03:14.540 --> 00:03:24.450

Want to go look at these policy procedure documents Nicole, put it in chat. You can go there and look at them and kind of follow along with us.

23 "Jill Shoemate" (4017234688)

00:03:24.450 --> 00:03:30.900

Um, so I'm gonna cover the responsibilities of the starting, um.

24 "Jill Shoemate" (4017234688)

00:03:31.615 --> 00:03:37.405

Sorry provider selection, so really, this part has not changed.

25 "Jill Shoemate" (4017234688)

00:03:37.405 --> 00:03:50.815

The sending support coordinator is already responsible for meeting with the planning team identifying the need for either new residential services or wanting the individual wants to move from their.

26 "Jill Shoemate" (4017234688)

00:03:50.900 --> 00:03:58.095

Current residential service provider to a new provider, find a new roommate all of those things that they're currently doing.

27 "Jill Shoemate" (4017234688)

00:03:58.095 --> 00:04:10.815

So they'll initiate that transition process help the individual through selecting a provider, which nicole's going to go over all the procedure steps to this. So, they'll facilitate those meetings.

28 "Jill Shoemate" (4017234688)

00:04:10.900 --> 00:04:16.860

Help meet with the identified providers to find a good match.

29 "Jill Shoemate" (4017234688)

00:04:16.860 --> 00:04:23.065

And then they also do the, the home and community based services kind of compliance thing,

30 "Jill Shoemate" (4017234688)

00:04:23.065 --> 00:04:36.535

making sure that the new home will be accessible to the person based on their identified needs integrated and supports full access to the community. And then it meets all requirements regarding an individual's rights of privacy.

31 "Jill Shoemate" (4017234688)

00:04:36.860 --> 00:04:40.949

Any respect and freedom from coercion and restraint.

32 "Jill Shoemate" (4017234688)

00:04:45.714 --> 00:04:59.484

This is the really the change so the responsibility of overseeing the calls will come to the support coordinator supervisor, or the support coordinator designee. So someone else at the agency that can support that.

33 "Jill Shoemate" (4017234688)

00:04:59.724 --> 00:05:05.214

So they'll provide additional technical support to those support coordinators for any transition.

34 "Jill Shoemate" (4017234688)

00:05:05.239 --> 00:05:10.844

Deemed emergency, or probably any transitions that just need additional support.

35 "Jill Shoemate" (4017234688)

00:05:11.204 --> 00:05:23.444

Um, so technical support includes, but is not limited to facilitation of those emergency transition calls doing some additional provider outreach, helping with plan amendments.

36 "Jill Shoemate" (4017234688)

00:05:23.519 --> 00:05:35.219

Submission of emergency utilization review requests and then increased coordination with the individual's planning team. So really just, they're supporting that support coordinator throughout the process.

37 "Nicole Jones" (726947328)

00:05:40.374 --> 00:05:42.804

And for the risk prevention consultant,

38 "Nicole Jones" (726947328)

00:05:43.074 --> 00:05:57.624

responsibility is going to be shifted to only transitions deemed in emergency and the support will look like providing consultation on provider capacity to support the individual's needs being able to offer provide

39 "Nicole Jones" (726947328)

00:05:58.344 --> 00:06:00.144

tier 2 resources to.

40 "Nicole Jones" (726947328)

00:06:00.169 --> 00:06:14.414

To individuals that are currently in the hospital jail, or some other temporary provider, or that might need additional support, supporting the person serving as a liaison between tier 1 tier 3,

41 "Nicole Jones" (726947328)

00:06:14.414 --> 00:06:20.144

behavioral health, and any other state and local resources as appropriate. And rpc's are responsible for.

42 "Nicole Jones" (726947328)  
00:06:20.169 --> 00:06:26.669  
Connecting teams with these resources, they're not responsible for developing or implementing individualized supports.

43 "Nicole Jones" (726947328)  
00:06:26.669 --> 00:06:37.829  
They will also be overseeing the transition inbox and the consumer referral databases and much of those duties will be with our administrative assistant for our team.

44 "Nicole Jones" (726947328)  
00:06:41.309 --> 00:06:50.994  
So, let's clarify what our emergency transitions and emergency transition is when an individual is currently in a hospital jail,

45 "Nicole Jones" (726947328)  
00:06:50.994 --> 00:07:01.164  
a temporary treatment center like a crisis bed who's ready to discharge from either state operated or they're already considered homeless, regional office directors and assistant.

46 "Nicole Jones" (726947328)  
00:07:01.604 --> 00:07:16.394  
May also request that an individual outside of those established criteria be treated as an emergency or a red hot case on an, as needed basis after reviewing the needs of the individual. And then they would send that notice to us at the transition inbox.

47 "Nicole Jones" (726947328)  
00:07:16.394 --> 00:07:18.914  
If they're in 1 of those elevated statuses.

48 "Nicole Jones" (726947328)  
00:07:20.939 --> 00:07:24.719  
So, let's get into the procedure itself.

49 "Nicole Jones" (726947328)  
00:07:27.174 --> 00:07:29.574  
To initiator for all. This is all the same as it is.

50 "Nicole Jones" (726947328)  
00:07:29.574 --> 00:07:44.454  
Currently today the sending will complete a consumer referral packet, which includes the referral profile form, the housemate compatibility tool, or survey their current ISP or BSP any amendments. If the.

51 "Nicole Jones" (726947328)  
00:07:45.014 --> 00:07:59.594  
Under the age of 21 they need an authorization for disclosure so we can do juvenile sex offender checks and then they would also need to indicate in the email whether this case represents an emergency transition.  
transition

52 "Nicole Jones" (726947328)  
00:08:04.499 --> 00:08:15.234

Then, once that referrals been sent to the inbox, we will be responsible for managing that inbox. Our administrative assistant will be reviewing the referrals that are sent in.

53 "Nicole Jones" (726947328)  
00:08:15.234 --> 00:08:24.444

If a referral is considered incomplete, they will notify the, that the packet is incomplete. And why and asked.

54 "Nicole Jones" (726947328)  
00:08:24.499 --> 00:08:30.689

They submit a new 1, and then the sending SC will be responsible for submitting a complete packet.

55 "Nicole Jones" (726947328)  
00:08:34.824 --> 00:08:37.944

If after the review, they found that the packet is complete.

56 "Nicole Jones" (726947328)  
00:08:37.974 --> 00:08:50.304

The admin assistant will complete checks on the Missouri highway patrol, sex vendor registry and the juvenile sex offender registry is applicable to meet notification and data tracking requirements.

57 "Nicole Jones" (726947328)  
00:08:50.579 --> 00:09:04.829

They will also determine whether if the transition meets emergency transition requirements, and if so notifying rpc lead, we'll then assign an rpc and then they will publish the referral to the database.

58 "Nicole Jones" (726947328)  
00:09:07.469 --> 00:09:20.729

Once we've published the referral to the database, we will send an email out to the SC to let them know that is published, provide them the referral number and let them know whether the case is determined to be an emergency transition or not.

59 "Nicole Jones" (726947328)  
00:09:20.729 --> 00:09:29.489

Then the sending will be responsible for letting the individual and guardian know that the referral has been published and relaying that information.

60 "Nicole Jones" (726947328)  
00:09:34.464 --> 00:09:48.684

If we have any provider acceptances from interested providers, the administrative assistant will email the connecting them with that provider. The sending se will then be responsible for forwarding those acceptances to the individual in the Guardian.

61 "Nicole Jones" (726947328)

00:09:52.199 --> 00:10:06.264

The individuals interested in 1 of the potential providers, the sending will facilitate an introductory meeting between the individual, the Guardian housemate's, potential, new service provider. These can be in person virtually all very much.

62 "Nicole Jones" (726947328)

00:10:06.294 --> 00:10:11.004

What's already occurring now and if the individual.

63 "Nicole Jones" (726947328)

00:10:11.369 --> 00:10:26.244

decides to decline that service provider we'll go back to the provider selection process and the sending will let the provider know the individual's decision and then if the individual selects a new residential provider we will move on to the next

64 "Nicole Jones" (726947328)

00:10:26.244 --> 00:10:28.584

procedure which is planning the transition

65 "Jill Shoemate" (4017234688)

00:10:31.319 --> 00:10:42.659

Okay, so we will go over a transition planning and the responsibilities and Nicole. If you just want to hit the next slide for me.

66 "Jill Shoemate" (4017234688)

00:10:45.294 --> 00:10:57.894

These responsibilities, as we've said, really haven't changed. This is currently what the sending support coordinator is already doing. So they're responsible for leading the transition planning process for the individual.

67 "Jill Shoemate" (4017234688)

00:10:58.164 --> 00:11:01.734

So they're setting up that initial planning or.

68 "Jill Shoemate" (4017234688)

00:11:02.099 --> 00:11:12.539

The initial transition meeting, they're sending communication to the planning team with the ISP facilitating those site visits, meeting the roommates.

69 "Jill Shoemate" (4017234688)

00:11:12.539 --> 00:11:24.924

And completing all the transition duties outlined in the checklist for residential community, living moves, the sending support coordinator supervisor or that designee, as we've already stated,

70 "Jill Shoemate" (4017234688)

00:11:24.954 --> 00:11:32.454

will still be responsible for providing additional technical support to the SC or any transition deemed and an emergency.

71 "Jill Shoemate" (4017234688)

00:11:32.539 --> 00:11:47.129

So, again, there'll be stepping in to provide technical support to facilitate the calls, do provider outreach and just coordination with the individuals planning team to make sure necessary supports are getting put in place.

72 "Jill Shoemate" (4017234688)

00:11:53.069 --> 00:11:56.189

Nicole, you can go over the next slide.

73 "Nicole Jones" (726947328)

00:11:58.619 --> 00:12:05.999

So, the Cindy regional office will be responsible for improving all plans and budgets and supporting the individuals move to a new home.

74 "Nicole Jones" (726947328)

00:12:05.999 --> 00:12:20.844

Sending and receiving client information center so are responsible for supporting the transition by transferring to the individual's file insuring proper communication occurs between regional office team members and management of the individual's episode of

75 "Nicole Jones" (726947328)

00:12:20.844 --> 00:12:21.864

care and Seymour.

76 "Nicole Jones" (726947328)

00:12:24.869 --> 00:12:32.424

And again, RBC will be responsible for supporting teams for those transitions that are deemed in emergency.

77 "Nicole Jones" (726947328)

00:12:32.784 --> 00:12:44.784

And again that's consulting on that provider capacity, offering, supports to those temporary providers like hospital, jails, crisis beds, coaching the.

78 "Nicole Jones" (726947328)

00:12:44.894 --> 00:12:55.904

Newly selected residential provider to implement appropriate supports and appropriate supports look like safety crisis plans, behavior, support plans, establishing behavioral,

79 "Nicole Jones" (726947328)

00:12:55.904 --> 00:13:03.104

medical or psychiatric providers as appropriate and staff training on recommended interventions in order to increase provider capacity.

80 "Nicole Jones" (726947328)

00:13:03.894 --> 00:13:07.824

I'm also serving as liaison, connecting them to tier 1 tier 3 resources.

81 "Nicole Jones" (726947328)

00:13:08.094 --> 00:13:20.244

They have all behavioral health resources and any other state or local resources is appropriate and again, they're not going to be implementing individualized supports, but they will be connecting teams with those resources.

82 "Nicole Jones" (726947328)

00:13:25.079 --> 00:13:28.349

So, let's talk about the procedure itself.

83 "Nicole Jones" (726947328)

00:13:30.234 --> 00:13:40.944

Again, a lot of this is very much the same review of the current process. So once a providers identify, the sending will notify the email transition transfer contact designation.

84 "Nicole Jones" (726947328)

00:13:41.214 --> 00:13:47.904

So that includes sending and receiving regional office contacts. The transition transition.

85 "Nicole Jones" (726947328)

00:13:48.349 --> 00:14:00.239

Contact at the receiving or and the transition inbox, and you can find all of these at the transfer contact brochure, which is on our website.

86 "Nicole Jones" (726947328)

00:14:00.239 --> 00:14:08.939

And we should include an electronic copy of the isb and a demographic page when making those notifications.

87 "Nicole Jones" (726947328)

00:14:12.149 --> 00:14:17.334

The receiving will then notify the regional office, a nurse of the incoming residential move.

88 "Nicole Jones" (726947328)

00:14:18.024 --> 00:14:29.454

If they are the individual's moving into a host home cell service site, or group home sending will also notify the business office lead of the outgoing residential move to in the.

89 "Nicole Jones" (726947328)

00:14:29.789 --> 00:14:33.449

Which is the standard needs testing? Financial questionnaire.

90 "Nicole Jones" (726947328)

00:14:33.449 --> 00:14:39.089

Uh, the receiving will also open a 2nd episode of care to support the individual's transition.

91 "Nicole Jones" (726947328)

00:14:39.984 --> 00:14:48.774

And if again, this individual has been deemed need of an emergency transition, the rpc will be responsible, providing additional support to the planning team.

92 "Nicole Jones" (726947328)  
00:14:49.134 --> 00:14:58.704

And again, that goes back to that provider capacity, connecting to appropriate resources, and working with the potential provider to get them ready to support the individual.

93 "Nicole Jones" (726947328)  
00:15:02.069 --> 00:15:14.184

If the individuals moving into residential services for the very 1st time, an initial health risk screen, any identified health risk support plan shall be completed as part of the isb amendment process.

94 "Nicole Jones" (726947328)  
00:15:15.414 --> 00:15:21.984

The designated residential RN, her will facilitate the completion of the screen and any other applicable.

95 "Nicole Jones" (726947328)  
00:15:22.069 --> 00:15:28.229

Health risks, support plans and these will be updated at least annually as a component of the ISP review.

96 "Nicole Jones" (726947328)  
00:15:28.229 --> 00:15:36.269

It also requires that the hearse be updated through the ISP, or when there's changes in status on those Hearst rating items scores.

97 "Nicole Jones" (726947328)  
00:15:37.104 --> 00:15:52.044

and if the individual's going to be moving to a new provider directly from the hospital the sending will contact the hospital as soon as possible to request they participate and discharge planning and ensure that the receiving provider gets all the written medication orders training and instructions and

98 "Nicole Jones" (726947328)  
00:15:52.044 --> 00:15:56.184

any care procedures techniques are monitoring and equipment that might

99 "Nicole Jones" (726947328)  
00:15:56.269 --> 00:15:57.239

He needed.

100 "Nicole Jones" (726947328)  
00:16:01.469 --> 00:16:05.429

And then we come to the initial transition meeting. So this is.

101 "Nicole Jones" (726947328)  
00:16:05.429 --> 00:16:13.224

The same the sending will schedule that initial transition meeting and it can be in person virtually over the phone. I'll try.

102 "Nicole Jones" (726947328)  
00:16:13.374 --> 00:16:25.404

We should try to have that meeting at least 2 weeks before the proposed move date, just to give time for planning and making sure everything's ready for the move. We will also make sure.

103 "Nicole Jones" (726947328)  
00:16:25.429 --> 00:16:27.029  
For that.

104 "Nicole Jones" (726947328)  
00:16:27.654 --> 00:16:34.584  
The individuals present, the Guardian receiving support coordinator, support, coordinator, supervisor, the current provider,

105 "Nicole Jones" (726947328)  
00:16:34.584 --> 00:16:46.854  
if it's applicable and the new provider at that team meeting and then you would include sending and receiving nerve nurses. If there's needs assessment. Like, the hearse indicate a need for a health.

106 "Nicole Jones" (726947328)  
00:16:47.029 --> 00:16:49.229  
Support plan, and they should also be included.

107 "Nicole Jones" (726947328)  
00:16:49.229 --> 00:17:02.519  
And if the individual has been determined in need of an emergency transition, the sending SC, supervisor or supervisor designee would offer additional technical assistance to the SC, during the transition planning phase.

108 "Nicole Jones" (726947328)  
00:17:07.614 --> 00:17:19.194  
During the call that will do what they've done always is use the checklist and complete sections A, B, and C of the checklist to identify and resolve any pending action items.

109 "Nicole Jones" (726947328)  
00:17:19.704 --> 00:17:27.174  
They'll also then set up a post move date to occur within 15 to 30 days after the move end date and then they will send out.

110 "Nicole Jones" (726947328)  
00:17:27.199 --> 00:17:33.569  
The checklist to the planning team after 10 days of the transition meeting.

111 "Nicole Jones" (726947328)  
00:17:35.579 --> 00:17:49.169

We will also have the sending a C, arranged from the individual to be able to do a site visit. And if that can't happen being able to use pictures or videos or other ways to introduce the individual to their new home.

112 "Nicole Jones" (726947328)

00:17:49.169 --> 00:17:53.429

The sending you also document the plan for the move in ISP amendment.

113 "Nicole Jones" (726947328)

00:17:53.934 --> 00:18:08.364

And if the ISP becomes due within 90 days of the move date, the sending is responsible for renewing the ISP, the sending will have the individual guardian sign, all necessary documents, and they will also submit the ISP ISP,

114 "Nicole Jones" (726947328)

00:18:08.364 --> 00:18:13.164

amendment and budget through the sending regional offices utilization review process.

115 "Jill Shoemate" (4017234688)

00:18:20.069 --> 00:18:25.739

Okay, we're going to move on to procedure 9.4 D, move coordination.

116 "Jill Shoemate" (4017234688)

00:18:26.909 --> 00:18:35.634

And just go to the next slide. Please, Nicole. So I'm going to talk about the transition responsibilities for during the move primarily.

117 "Jill Shoemate" (4017234688)

00:18:35.634 --> 00:18:44.454

This is the support coordinator who's responsible for ensuring that the individual is supported during the move phase. Most of them.

118 "Jill Shoemate" (4017234688)

00:18:44.819 --> 00:18:58.854

The move requirements are discussed during that initial transition planning meeting such as what's needed to put in place for that individual to be successful at a new provider. And that support coordinators, responsible for double checking.

119 "Jill Shoemate" (4017234688)

00:18:58.854 --> 00:19:04.554

All of those supports are in place and ready, and that the move can occur on time. So I'm going to.

120 "Jill Shoemate" (4017234688)

00:19:04.819 --> 00:19:10.589

Nicole walk through the actual transition policy or procedure steps.

121 "Nicole Jones" (726947328)

00:19:11.424 --> 00:19:23.454

All right, so, let's let's move into the procedure itself so the sending se and regional office will maintain responsibility for the individual and support coordination throughout the duration of the transition for the 1st,

122 "Nicole Jones" (726947328)

00:19:23.454 --> 00:19:30.504

30 days after the move the receiving provider will build the sending regional office. For approved services until the effective date of transfer.

123 "Nicole Jones" (726947328)

00:19:30.589 --> 00:19:44.189

For the 1st, 30 days after the move event reports will be sent from the provider to the receiving regional office and support coordinator will they will be entered into Seymour the receiving regional office will send a copy of the event reporting form to the sending.

124 "Nicole Jones" (726947328)

00:19:46.409 --> 00:19:53.544

Sending will also ensure that the following items are given to the receiving provider, at least 1 week before the move end date.

125 "Nicole Jones" (726947328)

00:19:53.604 --> 00:20:06.384

And that includes the current ISP with any addendums or budget funding authorizations, a safety crisis plan of ethical behavior support plan. If applicable current physician orders, current specialized medical information.

126 "Nicole Jones" (726947328)

00:20:06.409 --> 00:20:09.779

And information regarding diet and allergies.

127 "Nicole Jones" (726947328)

00:20:13.289 --> 00:20:27.834

Sending will also ensure that no, later than the day of the move the following is received by the receiving provider, and that includes a 7 day supply of current medications, current physical vision, and dental exams the Medicaid, Medicare, and social security cards,

128 "Nicole Jones" (726947328)

00:20:28.164 --> 00:20:33.204

current immunization records adaptive equipment. Clothing personal care items personal.

129 "Nicole Jones" (726947328)

00:20:33.289 --> 00:20:37.349

Property inventory and documentation of guardianship and.

130 "Nicole Jones" (726947328)

00:20:37.349 --> 00:20:50.489

Personal is spending money that has been assigned to the individual will will move with the individual and personal spending money that is in the

provider's account will be returned to the regional office. Whereas otherwise directed by the regional offices in 30 days.

131 "Nicole Jones" (726947328)  
00:20:57.084 --> 00:21:08.244

And then sending will update Seymour with their new demographic information. The sending was responsible to remind the sending and receiving providers to review and sign off on that personal inventory form.

132 "Nicole Jones" (726947328)  
00:21:08.814 --> 00:21:16.404

And if the home is a new ASL service site, and repair changes are necessary based on the initial environment site.

133 "Nicole Jones" (726947328)  
00:21:16.699 --> 00:21:29.639

Form the sending responsible for ensuring that the new home pass inspection prior to the move, if repairs or changes were needed and have yet to occur and you move date must be chosen post repairs and modification.

134 "Jill Shoemate" (4017234688)  
00:21:35.309 --> 00:21:39.179

Page section 9.4 Eva post move, follow up.

135 "Jill Shoemate" (4017234688)  
00:21:40.289 --> 00:21:48.539

Transition responsibilities for this is also primarily the sending se if you want to move forward in this slide.

136 "Jill Shoemate" (4017234688)  
00:21:49.524 --> 00:22:03.204

They're responsible as now for facilitating and scheduling the post move meeting, ensuring that all final components of the transition are completed before it's transferred to that receiving support coordinator.

137 "Jill Shoemate" (4017234688)  
00:22:03.804 --> 00:22:08.364

So, it's kind of that final wrap up meeting responsible for completing any.

138 "Jill Shoemate" (4017234688)  
00:22:08.539 --> 00:22:17.309

Additional amendments updates to make sure supports are in place before moving into the receiving support coordinator.

139 "Jill Shoemate" (4017234688)  
00:22:17.309 --> 00:22:23.759

So Nicole will go through those steps. All right so, let's move into the procedure for the post.

140 "Nicole Jones" (726947328)  
00:22:23.759 --> 00:22:34.109

So, the sending is going to facilitate a post meeting within 15 to 30 days after the move that meeting date is typically set during that initial transition meeting.

141 "Nicole Jones" (726947328)

00:22:34.109 --> 00:22:43.469

Which is outlined in the post meeting will include the sending SC, the individual, the Guardian, the receiving and the new provider.

142 "Nicole Jones" (726947328)

00:22:43.974 --> 00:22:58.674

Sending will verify on the call that all pieces of the transition have been completed by reviewing sections ATC. So if there's any outstanding items, they're going to make sure that they were taken care of. And then they will review section D of the checklist.

143 "Nicole Jones" (726947328)

00:22:58.949 --> 00:23:11.549

if any changes are needed or there's new outcomes and action steps that are developed during the post move meeting the sending se will provide an update and up to date isp amendment to the receiving upon transfer

144 "Nicole Jones" (726947328)

00:23:12.054 --> 00:23:23.814

And then a transfer date would be determined at the post meeting and this should be completed within 30 days of the move. If additional services are requested or needed the transfer must still occur.

145 "Nicole Jones" (726947328)

00:23:23.814 --> 00:23:27.144

And the new receiving will complete the request for new services through.

146 "Nicole Jones" (726947328)

00:23:32.369 --> 00:23:37.469

And sending I see, you will then complete the checklist and send it out to the planning team.

147 "Nicole Jones" (726947328)

00:23:38.094 --> 00:23:46.374

And the admitted administrative assistant for our team risk prevention team will review that checklist for completion document that it was completed.

148 "Nicole Jones" (726947328)

00:23:46.584 --> 00:23:57.114

And then remove the person from the consumer referral database the, sending se, will, then start the administrative file transfer process if applicable by following procedure. 9 s.

149 "Nicole Jones" (726947328)

00:23:57.469 --> 00:23:59.069

We'll get into next.

150 "Jill Shoemate" (4017234688)

00:24:02.274 --> 00:24:06.894

Okay, procedure 909.4 is the transfer so go ahead to the responsibilities.

151 "Jill Shoemate" (4017234688)

00:24:06.894 --> 00:24:19.914

The sending just says now is responsible for completing that transfer form, triggering the administrative file transfer process and then the sending and receiving, which is also sometimes.

152 "Jill Shoemate" (4017234688)

00:24:20.874 --> 00:24:22.104

which is also sometimes

153 "Jill Shoemate" (4017234688)

00:24:22.189 --> 00:24:36.869

Referred to, as medical records staff at the regional office, they're responsible for tracking all file, transfer request. They start and end the episodes of care and then they finalize the file transfer process.

154 "Nicole Jones" (726947328)

00:24:36.869 --> 00:24:42.119

So, let's talk about the procedure for transfer.

155 "Nicole Jones" (726947328)

00:24:42.534 --> 00:24:55.284

So once a transfer acceptance state has been determined in the post meeting, the will complete the transfer form verify that all items on the file audit checklist are contained within the file the sending will then send that transfer packet,

156 "Nicole Jones" (726947328)

00:24:55.284 --> 00:25:01.794

which is the transfer form consumer profile housemate survey current in any addendums to the sending and receiving contacts as.

157 "Nicole Jones" (726947328)

00:25:02.119 --> 00:25:11.549

Find in the transition and transfer contacts for sure. Which is on our website and the sending will notify the sending business office of the file transfer.

158 "Nicole Jones" (726947328)

00:25:11.549 --> 00:25:25.439

Within 3 days of receiving that transfer packet, the receiving support coordinator supervisor will confirm a scene of that transfer packet, provide an effective data transfer and then named the assign support coordinator.

159 "Nicole Jones" (726947328)

00:25:29.009 --> 00:25:38.094

Sending will update all the information in Seymour and in authorizations 1 day prior to the date of transfer the sending will in the episode of care.

160 "Nicole Jones" (726947328)  
00:25:38.094 --> 00:25:48.444

1 day prior to the date of transfer, the receiving will open the episode of care on the date of transfer. And the receiving will enter in all authorizations.

161 "Nicole Jones" (726947328)  
00:25:49.009 --> 00:26:02.759

The final shall be transferred by descending regional office, or sending TCM entity within 5 business days of the effective transfer date. And the transfer documents should include all the documents that are outlined indirect at 1.060 appendix. A.

162 "Nicole Jones" (726947328)  
00:26:05.844 --> 00:26:18.054

All right, and if you have any questions where you can also sit and think about it can send it to the tier 2 email address and we'll follow up again with a Q a document.

163 "Nicole Jones" (726947328)  
00:26:18.054 --> 00:26:21.414

So you can feel free to send us questions there as well.

164 "Nicole Jones" (726947328)  
00:26:23.009 --> 00:26:26.759

The last thing we want to talk about is the transition policy timeline.

165 "Nicole Jones" (726947328)  
00:26:27.234 --> 00:26:40.674

So we have the webinars this month this being the 1st, April 17th is another webinar opportunity that we have from 11 to 12 0 PM April 20th. We have our final opportunity for this webinar maybe from 3 to 40 PM.

166 "Nicole Jones" (726947328)  
00:26:40.674 --> 00:26:46.644

You can also join the tier 2 coffee and chat on May 9th as an opportunity. an opportunity

167 "Nicole Jones" (726947328)  
00:26:46.759 --> 00:26:54.449

To meet with the risk prevention team and talk more about any questions you may have we.

168 "Nicole Jones" (726947328)  
00:26:54.449 --> 00:26:58.019

And tend to go live with this procedure may 15th.

169 "Nicole Jones" (726947328)  
00:26:58.674 --> 00:27:13.494

And we will be providing ongoing new, hire training, probably about twice a year on the transition process for supervisors, or or supervisor designated to be able to make sure that they fill.

170 "Nicole Jones" (726947328)  
00:27:14.729 --> 00:27:19.319  
Competent in that, uh, transition process. So That'll be an ongoing support.

171 "Nicole Jones" (726947328)  
00:27:19.319 --> 00:27:23.159  
And that's all we have. So I think we have time for questions.

172 "Nicole Jones" (726947328)  
00:27:28.229 --> 00:27:39.144  
Trying to scroll up to the top of chat. So, Erica asked, am I understanding correctly?

173 "Nicole Jones" (726947328)  
00:27:39.144 --> 00:27:48.204  
That roles will really be moved to focus on support for robot or providers taking clients in emergency situations and yes, that's the.

174 "Nicole Jones" (726947328)  
00:27:48.229 --> 00:27:59.684  
The real shift is that will be focusing on those temporary providers, like hospitals and jails crisis beds that are taking care of our individuals while we're looking for a more permanent providers.

175 "Nicole Jones" (726947328)  
00:27:59.684 --> 00:28:04.814  
So There'll be supporting those individuals and offering supports and resources as well as any.

176 "Nicole Jones" (726947328)  
00:28:05.099 --> 00:28:17.489  
New potential providers that the individual would be interested in moving to we helping set them up and make sure that they have supports in place to successfully support the individual.

177 "Nicole Jones" (726947328)  
00:28:20.579 --> 00:28:29.429  
Another question from Erica is there a timeline from the to have the client added to the so.

178 "Nicole Jones" (726947328)  
00:28:29.429 --> 00:28:35.189  
Just clarification what we typically do is if you send it to the inbox.

179 "Nicole Jones" (726947328)  
00:28:35.189 --> 00:28:39.329  
We try to prioritize certain.

180 "Nicole Jones" (726947328)  
00:28:39.354 --> 00:28:53.874  
Referrals so referrals that our emergency status of the homeless are in jail, either in the hospital, those come in and get assigned 1st, based on the need,

181 "Nicole Jones" (726947328)  
00:28:53.904 --> 00:28:59.244  
and the order in which they came in from there. All other trends.

182 "Nicole Jones" (726947328)  
00:29:00.014 --> 00:29:10.964  
Referrals that come in are done in the order that we receive them during summertime where the warmer months. We typically have a huge influx of referrals.

183 "Nicole Jones" (726947328)  
00:29:10.964 --> 00:29:19.184  
So we give ourselves about 14 days to get to that referral. But typically, once we've reviewed the for all, and we found it to be complete.

184 "Nicole Jones" (726947328)  
00:29:19.329 --> 00:29:20.879  
It goes on the same day.

185 "Nicole Jones" (726947328)  
00:29:20.879 --> 00:29:25.889  
So, I hope that answers your question, Erica, if not please.

186 "Nicole Jones" (726947328)  
00:29:25.914 --> 00:29:31.314  
Go ahead, and put something in the chat we typically below that 14 days, but,

187 "Nicole Jones" (726947328)  
00:29:31.704 --> 00:29:41.844  
like I said in the warmer months is just a huge influx of referrals and so we try to get through it as fast as we can and we prioritize those with higher needs. 1st.

188 "Nicole Jones" (726947328)  
00:29:50.784 --> 00:30:03.654  
So, Catherine figure, Wilson, you ask, is there an example situation of when a regional director assistant director might recommend crisis placement when the situation doesn't quite need the criteria so,

189 "Nicole Jones" (726947328)  
00:30:03.654 --> 00:30:09.684  
this does happen a lot of times. Like, if we have legislation legislators involved.

190 "Nicole Jones" (726947328)  
00:30:10.219 --> 00:30:21.629  
Those can be red, hot situations, and we've had some weird ones where individuals maybe we're being funded through general revenue and that contract's coming up. And so.

191 "Nicole Jones" (726947328)

00:30:21.629 --> 00:30:32.609

Impending homelessness is happening and so that's another situation in which a red hot happens, but those are few and far between not definitely the.

192 "Nicole Jones" (726947328)

00:30:32.609 --> 00:30:36.959

The main way a person comes in through emergency transition.

193 "Nicole Jones" (726947328)

00:30:41.184 --> 00:30:54.504

Laura, so teams have been informed that one's connections, implement the systems. It doesn't allow for 2 TCM organizations to be assigned to an individual, which doesn't allow receiving se to Bell.

194 "Nicole Jones" (726947328)

00:30:56.099 --> 00:31:06.089

I think that's a great question. So, this policy and procedure right now only covers current state. So it has nothing embedded with it about connections.

195 "Nicole Jones" (726947328)

00:31:06.089 --> 00:31:16.979

My understanding is that reimbursement can be submitted, but I imagine that will be something that will be further teased out as we get closer to connections.

196 "Nicole Jones" (726947328)

00:31:16.979 --> 00:31:23.759

Being implemented Howard county.

197 "Nicole Jones" (726947328)

00:31:29.964 --> 00:31:43.314

When case study transitioners are both sending and receiving logging billable time. Do the bulk get paid under the current system? If you have 2 open both of them can get reimbursement for the transition process.

198 "Nicole Jones" (726947328)

00:31:50.574 --> 00:32:03.084

Hey, craft, the checklist for residential moves was updated in March. This update was not shared to all regional offices or when is it mandatory for this new form to be utilized? So thank you.

199 "Nicole Jones" (726947328)

00:32:03.084 --> 00:32:09.444

I believe we did share this update in our tier 2 updates. Webinar, um, on March 31st. first

200 "Nicole Jones" (726947328)

00:32:09.529 --> 00:32:24.509

And right now we're not mandate making it mandatory because we realize there's always going to be a little shift and the change. So we don't have a mandatory date. Both are acceptable, but we would recommend people using the new form and shifting.

201 "Nicole Jones" (726947328)  
00:32:24.509 --> 00:32:27.809  
Um, in that way, and so.

202 "Nicole Jones" (726947328)  
00:32:27.809 --> 00:32:37.919  
Using the, the website as your your main place to get all updated forms, I think is a good practice to continue to do if you are already utilizing that.

203 "Nicole Jones" (726947328)  
00:32:41.489 --> 00:32:55.799  
Erica, did you say there's a requirement for SCS to be on all transition calls? No, there is not a requirement for supervisors to be on all transition calls. They would help in those emergency transitions.

204 "Nicole Jones" (726947328)  
00:32:55.799 --> 00:33:04.379  
And any other transitions were a supervisor or support coordinator might need additional support technical support from the supervisor.

205 "Nicole Jones" (726947328)  
00:33:12.569 --> 00:33:19.199  
And Eric are you also asked.

206 "Nicole Jones" (726947328)  
00:33:20.814 --> 00:33:35.754  
support participants will receive training yes they will and we have ongoing training as a support the transition or the our risk prevention team last year offered monthly transition workshops for supervisors

207 "Nicole Jones" (726947328)  
00:33:35.754 --> 00:33:40.314  
to attend to get training on the transition process we'll continue to

208 "Nicole Jones" (726947328)  
00:33:40.339 --> 00:33:46.529  
To do that going forward it won't be on a monthly basis. It will probably likely be twice a year.

209 "Nicole Jones" (726947328)  
00:33:48.719 --> 00:33:57.269  
Tammy, I hope we answered your question, but as is a client information center, there are records people in the regional office.

210 "Nicole Jones" (726947328)  
00:34:09.569 --> 00:34:22.859  
I will have to get so Nicole, you ask the question about the hearse needing to be completed and whether that is responsibility of the agency or the new SSL provider, I'll have to get back to you on that. Um.

211 "Nicole Jones" (726947328)  
00:34:22.859 --> 00:34:30.149

And so we'll follow that up with a Q, a, unless Joe do you have any um.

212 "Jill Shoemate" (4017234688)

00:34:31.554 --> 00:34:44.994

My understanding is that it will be the ASL provider, but I think we need to get clarity and make sure that's communicated to the providers as well. So we'll, we'll have further conversation and then update the answer on the Q and a.

213 "Nicole Jones" (726947328)

00:34:49.499 --> 00:35:03.534

Tim asked who does the environmental review so the sending responsible for the environmental review but typically, like you said, Kim, the receiving,

214 "Nicole Jones" (726947328)

00:35:03.534 --> 00:35:09.204

I see will do that as a courtesy. And as of right now that's the.

215 "Nicole Jones" (726947328)

00:35:09.499 --> 00:35:16.499

So, that's one's connections goes live. We'll probably have to look at that and see, um, we'll, we'll, we'll be able to do, um.

216 "Nicole Jones" (726947328)

00:35:16.499 --> 00:35:26.639

With that new process. So Molly, same with.

217 "Nicole Jones" (726947328)

00:35:26.639 --> 00:35:34.649

Your question regarding being able to complete transfer tasks together, since you both can't Bill and connections.

218 "Nicole Jones" (726947328)

00:35:34.649 --> 00:35:43.649

As of right now, this policy covers current state and doesn't include any of the connection updates. That'll be going live later this year.

219 "Nicole Jones" (726947328)

00:35:50.999 --> 00:35:54.659

Um, in regarding Lynn, um.

220 "Nicole Jones" (726947328)

00:35:54.984 --> 00:36:09.444

So, in some instances, a courtesy, she says an EEOC needs to be open both at the sending and receiving and then on the the transfer side, it said that it opens on the other ends and yes you're correct during that transition process. A lot of times.

221 "Nicole Jones" (726947328)

00:36:09.444 --> 00:36:14.574

It's a practice to open an as a courtesy so the receiving team can.

222 "Nicole Jones" (726947328)

00:36:14.659 --> 00:36:29.654

Well, does it always happen but at a minimum, once it comes to transfer the sending regional office will close their the day before transfer and if it's not already open the.

223 "Nicole Jones" (726947328)

00:36:29.969 --> 00:36:34.409

Receiving regional office will open their EOC on the day of transfer.

224 "Nicole Jones" (726947328)

00:36:45.299 --> 00:36:55.109

We Erica, we will try to get that Q and a layout as quickly as we can. I don't have a timeline, but we will work to make sure that that happens.

225 "Nicole Jones" (726947328)

00:36:55.109 --> 00:37:04.409

For the Q a, um, so.

226 "Nicole Jones" (726947328)

00:37:04.674 --> 00:37:19.674

Callie asked, what's the reason for including the individual signature on the checklist for community moves? That's because this is the individual's move and we want to make sure that they have a voice and a chance to make sure that they are in part of the process.

227 "Nicole Jones" (726947328)

00:37:19.674 --> 00:37:24.234

And so we really wanted to make sure that they're included, including, you know.

228 "Nicole Jones" (726947328)

00:37:24.409 --> 00:37:35.129

The, the checklist that kind of outlines everything that has to happen within a move. So, that's the reason we wanted to make sure that that form was person centered. And the person was being included in that move process.

229 "Nicole Jones" (726947328)

00:37:39.114 --> 00:37:52.554

Nicole regarding training, we will be updating our training on the community transition website and then the ones that we're going to hold twice a year, will probably send out blasts and have people register for those.

230 "Nicole Jones" (726947328)

00:37:55.439 --> 00:38:05.249

Um, so Samantha, I'm.

231 "Nicole Jones" (726947328)

00:38:05.249 --> 00:38:09.089

The individual the place that they found is that, um.

232 "Nicole Jones" (726947328)

00:38:09.089 --> 00:38:23.790

With a residential provider? No. Okay. Well, then they wouldn't need to be a part of the transition process if they're not, um.

233 "Nicole Jones" (726947328)  
00:38:23.790 --> 00:38:36.000

Under a residential provider and receiving residential services, you wouldn't need to complete and I sell environment review form. You would only do that if they are receiving residential services.

234 "Nicole Jones" (726947328)  
00:38:37.500 --> 00:38:44.580  
Services.

235 "Nicole Jones" (726947328)  
00:38:49.710 --> 00:38:54.330

Max, is there any way can get an access to the consumer referral database.

236 "Nicole Jones" (726947328)  
00:38:54.330 --> 00:39:08.520

Um, I don't believe we've discussed that in the past, and because the consumer referral database is a dying system and one's connections goes live will no longer have a function.

237 "Nicole Jones" (726947328)  
00:39:08.520 --> 00:39:14.790

So, we're probably not going to ensure can have access to that. It would be a.

238 "Nicole Jones" (726947328)  
00:39:14.790 --> 00:39:28.440

A nightmare to try and get all everybody on that. So if you ever need information about a referral, you can always reach out to the transition inbox and we can help you get any information.

239 "Jill Shoemate" (4017234688)  
00:39:30.805 --> 00:39:40.045

Nicole, I see, we skipped over Wendy McLaughlin question about her, so she asked her what, if they move prior to her implementation?

240 "Jill Shoemate" (4017234688)  
00:39:40.345 --> 00:39:49.915

So this transition policy and procedure goes live, may 15th and Hurst actually is implementing. May. 1st so, if someone.

241 "Jill Shoemate" (4017234688)  
00:39:49.940 --> 00:39:57.780

Moves within the next 20 days, you'll still follow the typical health inventory process that we have in place. Now.

242 "Nicole Jones" (726947328)  
00:39:59.100 --> 00:40:02.310

Yes, sorry Thank you. Joe. I didn't see that.

243 "Nicole Jones" (726947328)  
00:40:03.360 --> 00:40:13.170  
And then Eric, I believe, um.

244 "Nicole Jones" (726947328)  
00:40:13.170 --> 00:40:25.320  
Talked a little bit about that training. We're planning to have a recorded training posted to the website, and we'll have ongoing training live training, moving forward and that will be communicated out.

245 "Nicole Jones" (726947328)  
00:40:25.320 --> 00:40:38.100  
And Terry will get back with you again with the hers. We think it's the but we're gonna have to follow up with a Q and a on who completes.

246 "Nicole Jones" (726947328)  
00:40:38.395 --> 00:40:50.635  
The Hearst and Laura, I think that's a good conversation. So is value based purchasing being considered for who?

247 "Nicole Jones" (726947328)  
00:40:50.635 --> 00:40:57.595  
Meet transition timeline goals I think that's a good thing. And I think we are open to exploring.

248 "Nicole Jones" (726947328)  
00:40:58.100 --> 00:41:03.210  
Increasing incentives and so that could definitely be something that is looked at.

249 "Nicole Jones" (726947328)  
00:41:07.260 --> 00:41:12.450  
Laura, are you talking is the signature you're talking about for the checklist?

250 "Nicole Jones" (726947328)  
00:41:16.830 --> 00:41:22.560  
Ideally, we would like them to sign off on it, but if not, the Guardian should be.

251 "Nicole Jones" (726947328)  
00:41:22.560 --> 00:41:27.660  
Acceptable, I mean, again, this is so we want to make sure it's person centered, so.

252 "Nicole Jones" (726947328)  
00:41:27.660 --> 00:41:33.360  
Making it any possibility to make that happen would be.

253 "Nicole Jones" (726947328)  
00:41:33.360 --> 00:41:42.750  
The best practice that's it. I think that's all the questions that I saw. Commend. Did I miss anything?

254 "Kat Craig" (294441728)  
00:41:48.390 --> 00:41:57.175  
That was all that I had seen, does anyone else have any other questions regarding this process?

255 "Nicole Jones" (726947328)  
00:41:57.175 --> 00:42:05.575  
Like I said, most of it is very much the same to present day, practice the real shift being the roles between the rpc and the.

256 "Nicole Jones" (726947328)  
00:42:06.090 --> 00:42:09.480  
Support coordinator, supervisor, supervisor, designee.

257 "Nicole Jones" (726947328)  
00:42:16.500 --> 00:42:28.410  
Yes, Terry so if anything happens during the post move, and I believe it's on, it's in the procedures as well. Um, the sending or the receiving would pick up that torch and go from there.

258 "Nicole Jones" (726947328)  
00:42:40.165 --> 00:42:55.075  
so max does tier two still help with emergencies so it's a little of both so tier two will be helping for emergency transitions but their focus will be on those temporary providers so hospitals jails crisis beds homeless shelters that are supporting

259 "Nicole Jones" (726947328)  
00:42:55.075 --> 00:42:59.185  
our individuals and get connecting them to resources as well as

260 "Nicole Jones" (726947328)  
00:42:59.210 --> 00:43:11.355  
Has any identified potential providers, they would be meeting with them and trying to make sure that they have supports in place to be successful with the person but regarding the technical support and oversight of the transition process,

261 "Nicole Jones" (726947328)  
00:43:11.355 --> 00:43:14.385  
that would be the supervisor that would take on that role.

262 "Nicole Jones" (726947328)  
00:43:16.710 --> 00:43:21.360  
And then canvas.

263 "Nicole Jones" (726947328)  
00:43:21.360 --> 00:43:25.140  
So, is there ever a time when a transfer would occur after 30 days?

264 "Nicole Jones" (726947328)  
00:43:25.140 --> 00:43:29.490  
Um, in my experience, not often.

265 "Nicole Jones" (726947328)  
00:43:29.490 --> 00:43:34.500  
Occasionally it does happen, um.

266 "Nicole Jones" (726947328)  
00:43:34.500 --> 00:43:38.730  
And the only time I did is when we had issues with the pay.

267 "Nicole Jones" (726947328)  
00:43:38.730 --> 00:43:43.350  
Uh, situation and finding a new page and so that took some time.

268 "Nicole Jones" (726947328)  
00:43:52.045 --> 00:44:04.855  
Melissa environmental reviews is sending sc's responsibility, and typically, as a courtesy,

269 "Nicole Jones" (726947328)  
00:44:04.855 --> 00:44:11.485  
the receiving will do those type reviews, but it is technically the sending responsibility to complete that environmental.

270 "Nicole Jones" (726947328)  
00:44:11.540 --> 00:44:12.360  
Of you.

271 "Nicole Jones" (726947328)  
00:44:12.360 --> 00:44:24.780  
For services, so, Terry.

272 "Nicole Jones" (726947328)  
00:44:24.780 --> 00:44:37.080  
Just like it is right now, any safety crisis plans, health information any of that that needs to be there should be the sending team making sure that that's all up to date prior to transfer.

273 "Nicole Jones" (726947328)  
00:44:39.810 --> 00:44:43.650  
And then I see a start up a question, but I'm not sure, uh.

274 "Nicole Jones" (726947328)  
00:44:55.590 --> 00:44:59.790  
Okay.

275 "Nicole Jones" (726947328)  
00:45:02.580 --> 00:45:05.820  
Any other questions or concerns.

276 "Nicole Jones" (726947328)  
00:45:10.620 --> 00:45:18.600  
They should still they should be working on that and trying to get that done because it is their responsibility.

277 "Nicole Jones" (726947328)

00:45:18.600 --> 00:45:28.470  
Prior to transfer Kim no, but it will be I think Kat put in the chat.

278 "Nicole Jones" (726947328)  
00:45:28.470 --> 00:45:32.280  
Where they will be posted at the very beginning and I'll.

279 "Nicole Jones" (726947328)  
00:45:32.280 --> 00:45:36.060  
Like, cat put that back in the chat.

280 "Nicole Jones" (726947328)  
00:46:09.600 --> 00:46:23.425  
Yeah, okay so Cindy says, if we're sending is not completed those components and there needs to be a staffing change and amendment would be needed. This is when things get difficult if it's sending has not completed those changes or have not gone through due process yet.

281 "Nicole Jones" (726947328)  
00:46:24.205 --> 00:46:24.745  
Um.

282 "Nicole Jones" (726947328)  
00:46:25.050 --> 00:46:35.340  
And, yeah, I mean, I understand it's a, it's a challenge, especially when you have to go through, you are due process and you're related or you have different timelines.

283 "Nicole Jones" (726947328)  
00:46:35.340 --> 00:46:42.600  
To expect for those, it still is within the policy to try and sending to get that all.

284 "Nicole Jones" (726947328)  
00:46:42.600 --> 00:46:49.110  
And done, um, and if there's complications with that, um.

285 "Nicole Jones" (726947328)  
00:46:49.110 --> 00:46:53.490  
We strive to make sure thatthat is, um.

286 "Nicole Jones" (726947328)  
00:46:53.490 --> 00:47:00.510  
Completed as much as possible, and if not having to work between sending and receiving on a plan to make it happen.

287 "Nicole Jones" (726947328)  
00:47:25.530 --> 00:47:30.030  
Can can you explain what you mean by your.

288 "Nicole Jones" (726947328)  
00:47:59.640 --> 00:48:04.680  
Yeah, um.

289 "Nicole Jones" (726947328)  
00:48:04.680 --> 00:48:07.740  
So that does happen, um.

290 "Nicole Jones" (726947328)  
00:48:07.740 --> 00:48:16.290  
And if they do put in a notice that comes through, that should go through red cap, we'll get a notification and we'll have to, uh.

291 "Nicole Jones" (726947328)  
00:48:16.290 --> 00:48:28.440  
Put them back on the and go from there. Ideally, with our moving for those emergency transitions, being able to support the providers will see less of that.

292 "Nicole Jones" (726947328)  
00:48:28.440 --> 00:48:38.280  
Um, hopefully.

293 "Nicole Jones" (726947328)  
00:48:42.750 --> 00:48:46.680  
Hello.

294 "Nicole Jones" (726947328)  
00:48:46.680 --> 00:48:56.880  
Huh.

295 "Nicole Jones" (726947328)  
00:48:58.440 --> 00:49:03.570  
So, ideally, you'd follow the transition process, right? Um.

296 "Nicole Jones" (726947328)  
00:49:04.105 --> 00:49:09.895  
If they've not given notice that you should set up transfer and plan to go ahead.

297 "Nicole Jones" (726947328)  
00:49:10.405 --> 00:49:22.885  
I would also suggest that if a provider struggling that they reach out to the tiered support team to get some resources, maybe some help to support that individual. Because the earlier we're aware of any issues.

298 "Nicole Jones" (726947328)  
00:49:23.570 --> 00:49:29.640  
The earlier we can come in and provide some additional support if they're interested in receiving those.

299 "Nicole Jones" (726947328)  
00:49:49.020 --> 00:49:52.800  
Any additional questions.

300 "Nicole Jones" (726947328)  
00:50:11.515 --> 00:50:24.775

Okay, well, I don't want to hold anyone hostage, so if there's no additional questions, thank you for attending again. We'll have additional webinars on the 17th, the 20th, and we'll be following up with a Q and a, with this.

301 "Nicole Jones" (726947328)  
00:50:26.065 --> 00:50:27.025  
with this

302 "Nicole Jones" (726947328)  
00:50:27.840 --> 00:50:35.130  
Presentation which will be posted where cat put in the chat box on the previous webinar page.

303 "Nicole Jones" (726947328)  
00:50:35.130 --> 00:50:40.740  
Appreciate everyone coming and giving us your questions and, um.

304 "Nicole Jones" (726947328)  
00:50:40.740 --> 00:50:45.132  
Have a great day.