

# Avatar Process Improvement Meeting Agenda

**Meeting Date**

**Friday, 5/31/2019**

**9:00-10:00 AM, 1400 Emeline, Conference Room 207**

**Meeting Identity and Mission:** Inclusive, collaborative, agenda driven Continued Process Improvement meeting focused on new state and federal requirements, as well as improving client care and staff experience.

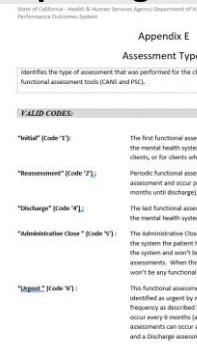
**Opportunity to:** Share both our voice and needs to impact policy, create and modify forms, reports and widgets

**Commitment to:** Bring information back to the groups we represent, gather opinion and test current projects to ensure they meet our needs

Agenda Items	Staff Area	Notes
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Skype Meeting Link for 5/31/19:

<https://meet.lync.com/santacruzcountyca-co/barea/HGPYVTFM>

<p><b>1. Service Request and Disposition Log Form</b></p>	All Staff	<ul style="list-style-type: none"> <li>SRDL must be used to capture client’s attempts to seek services, accompanying clinical dispositions and appointments offered</li> <li>SRDL is also used in other instances:                             <ul style="list-style-type: none"> <li>To track incoming referrals from partners</li> <li>To track interactions with clients not yet connected to the system during the engagement period</li> </ul> </li> <li>There’s a desire to streamline the form and eliminate some fields, perhaps change the order of fields and the logic that drives them</li> <li>QI brings suggested improvements to the group to discuss                             <ul style="list-style-type: none"> <li>Is Client currently using any substances? Proposing to eliminate</li> <li>Clinical disposition clarification of scenarios, perhaps change option titles</li> <li>Gates, clarify list or programs who are gates and must use SRDL</li> </ul> </li> </ul>
<p><b>2. CANS State Reporting</b></p> 	Child MH Staff	<ul style="list-style-type: none"> <li>Provide update on State reporting, including issues with current data – over 500 CANS reported, all of them errored out except 1.</li> <li>Share communication plan and timeline. Form will move to LIVE delayed to <u>June 7<sup>th</sup>, 2019</u>.</li> <li>Disabled 116 items, made 20 items required, added 10 items related to Early Childhood CANS requirements, changed labels for 25 items, added and required Program of Service to the first tab, removed the N/A-Unknown option from 33 items to comply with acceptable options relating to state reporting.</li> <li>In future, and after the documentation is updated, we will switch from current 3 assessment types to (Admission, Update Discharge) to the 5 options expected in state reporting</li> </ul>
<p><b>3. PSC-35 State required form</b></p>	Child MH Staff	<ul style="list-style-type: none"> <li>Status of form availability in UAT</li> <li>Begin gathering forms since 7/1/18 for entry, deliver to Adriana Bare at 1400 Emeline Bldg K – County will take responsibility for entering saved forms since requirement begin until form is available in LIVE.</li> <li>Once form is available County will develop training documentation and share with contractors</li> <li>Besides the PSC-35 form the Assessment Engine includes the following 5 forms</li> </ul>

**Next Meeting:** Friday **6/7/19** in Room 207, 1400 Emeline 2<sup>nd</sup> Floor

**Attendees:**  
In person:  
Remotely: