

Appendix A

Colbert Consent Decree Proposed Plan to Achieve Compliance 04/09/15

Preamble:

This plan specifies additional benchmarks to be used to evaluate the State's progress in meeting the requirements of the Colbert Consent Decree. The proposed benchmarks cover the period ending on November 30, 2015 and will culminate in the successful transition of 1100 Class Members to the community. This proposed plan has been developed to provide clarity regarding the State's compliance strategies and in response to discussions between the Parties over the past two months concerning implementation challenges in the Colbert Consent Decree. The discussions were informed by provider feedback obtained at meetings held between the Plaintiff's counsel, the Defendants and the Defendant's vendors. The State will continue to address any vendor issues directly with them and will brief Parties as requested. This plan targets five major areas that are critical to achieving the transition goal and monitoring the Class member experience. Additionally, most areas represented in the plan address specific requests for information by Plaintiff's counsel.

I. Transitions

The State proposes to transition 1100 Class members by November 30, 2015. This will be achieved using a number of strategies including the following:

- Expanding role and capacity of the Community Mental Health Centers to facilitate an increased number of transitions.
- Contracting with the Division of Mental Health (DMH) vendors, Lutheran Social Services (LSSI) and Metropolitan Family Services to conduct evaluations of Colbert Class members with serious mental illness. This is the current operational structure in the Williams Consent Decree.
- Implementing the pilot program using the Aging contracted Care Coordination Units (CCUs) to conduct outreach, evaluations and transitions.
- Re-negotiating contract terms with the Housing Locator vendors to strengthen their infrastructure and improve their productivity.
- Providing training on role clarification and technical assistance to the providers

The Table below indicates when implementation will begin.

	May	June	July	August	Sept	Oct	Nov
CMHC capacity	✓						
DMH Evaluation Vendor	✓						
CCU		✓					
Amended Housing contract		✓					
Training	✓						

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II. Housing

Plaintiffs requested that Aging provide statistics about the number of Class Members who would benefit from Cluster housing, Master leasing programs and accessible housing units through HFI/Section 8.

Proposed plan:

The State will use data analytics to project the numbers of Class Members who can benefit from these three types of housing. Using data available on the characteristics of individuals currently assigned to these housing models, Aging can project what housing models other interested Class Members may require in the future. It should be noted that there are major concerns about the validity of this exercise as there are no guarantees that the demographics and clinical scenarios of future potential placements will be highly correlated with current placements. Thus, the State cautions against attaching greater significance to these findings without more extensive comparisons of the two potential data sets. It, none-the-less agrees to conduct this exercise to generally “benchmark” the process.

Table below indicates when activities will be completed.

	May	June	July	August	Sept	Oct	Nov
Data modeling for projections			✓				
Projections completed for Cluster Housing			✓				
Projections completed for Master Leasing			✓				
Projections completed for accessible housing			✓				

III. Referrals

Plaintiffs requested that Aging provide regular updates on the numbers of referrals to Housing Locators and Community Mental Health Centers, as well as updates on the performance of the CCUs in referring individuals for transition.

Proposed Plan

State will benchmark referrals from all sources (MCOs, DMH vendors, CCUs).

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Referrals by Month

	May	June	July	August	Sept	Oct	Nov
MCO	100	100	100	100	100	100	100
DMH		48	48	48	48	48	48
CCU		12	12	12	12	12	12
Totals	100	160	160	160	160	160	160

Transitions by Month

	May	June	July	August	Sept	Oct	Nov
Monthly transition target	44	44	44	44	64	64	64
Cumulative target	788	832	876	920	984	1048	1112

The State asserts that these benchmarks represent average performance of the system with the expectation that regular fluctuations may occur from month to month. The internal performance dashboard in Aging will be enhanced to track the new pilot and individual performance of all vendors and sectors of the system.

IV. Quality Assurance

Plaintiffs requested that Aging provide access to various quality assurance reports and methodologies including the following:

- Referral packet reviews following review of a sample of all reviews in one month
- Summaries of University of Illinois College of Nursing (UIC-CON) evaluation reviews, clinical reviews of individuals not referred, clinical reviews of individuals referred and subsequently not found appropriate for transition, incident management reviews, mortality reviews
- Contract compliance reviews (Housing Locator, Managed Care Organization (MCO), CMHC)

Table below indicates when quality assurance summary or reports will be available for review.

	May	June	July	August	Sept	Oct	Nov
Referrals	✓			✓			✓
UIC/Evaluations			✓			✓	
UIC/Clinical reviews			✓			✓	
UIC/Incident Management			✓			✓	
UIC/Mortality	✓			✓			✓
Contract Compliance			✓				

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V. Class Member Experience

It is critical that Class Members have a positive experience as they make decisions concerning this major transition in their lives. Accordingly, Aging will track and report on four benchmarks reflecting salient aspects of the transition experience from Class member perspective. Performance on these benchmarks will be reported in each semi-annual report beginning May, 2015.

- Time from initial web referral or reported interest in transitioning to contact by a Colbert representative.
Benchmark: 10 business days
- Time of contact by Housing Locator (HL), CMHC or CCU following a referral for transition.
HL Benchmark: 7 calendar days
CMHC Benchmark: 7 calendar days
CCU Benchmark: 7 calendar days
- Time from contact by HL, CMHC, or CCU to onset of housing search.
HL Benchmark: 30 calendar days
CMHC Benchmark: 60 calendar days
CCU Benchmark: 45 calendar days
- Time from web referral or reported interest in transitioning to actual transition.
Benchmark: 100 calendar days

VI. Staffing

The State will increase the staffing designated for the implementation of the Colbert Consent Decree by May 2015 by three full-time equivalents that will include a Licensed Clinical Social Worker, an advanced degree Registered Nurse and a Project Assistant. The Licensed Clinical Social Worker and the advanced degree RN will focus on quality assurance activities.