

Community Advocates was provided clinical, consultative, administrative, and quality assurance technical support by BHD during the above time frame. The following was completed with C.A.:

- 1/11/13-Meeting w/ LaTrice Hogan, Joe Volk, Andi Elliott, Jim Kubicek, Jennifer Wittwer, Amy Lorenz, and Sylvia Cortez. Reviewed results of first audit and completion of corrective action plan (CAP). Reviewed DHS 34 standards for crisis plans and service notes. At this meeting, C.A. decided to start completing a BHD Crisis Plan for all individuals admitted to CRC. BHD Crisis Plan form shared with C.A. for their use. Crisis billing questions raised by C.A.
- 1/17/13-Meeting w/ LaTrice Hogan and Amy Lorenz to review all components needed for improvement and to be in compliance. From this meeting Ms. Lorenz took copies of all the policies and procedures being utilized at CRC. Ms. Lorenz personally reviewed, edited, and commented for improvement on each P&P to help C.A. meet standards.
- 1/21/13-BHD clinical supervision forms shared with Ms. Hogan for their use/revision for tracking completion of clinical supervision and ongoing education requirements as per DHS 34.
- 1/29/13-BHD Death Reporting P&P shared with Ms. Hogan for reference and assistance in writing C.A.'s Death Reporting P&P.
- 2/5/13-Meeting w/ Ms. Hogan and Ms. Lorenz so she could ask any questions regarding feedback from Ms. Lorenz and review progress made. We very briefly reviewed the POC she was planning to submit. At that time, it was recommended that Ms. Hogan include substantial more detail into the POC.
- 2/12/13-A meeting was scheduled with Ms. Hogan for purposes of reviewing the status of improvements but this meeting was cancelled by Ms. Hogan and re-scheduled for 3/19/13.
- 2/20/13-Information given to Ms. Hogan regarding the completion, notification, and distribution of Crisis Plans.
- 2/22/13-Qualifications of a clinical staff member at CRC requested from Ms. Hogan.
- 3/1/13-Qualifications of clinical staff member received.
- 3/19/13-Meeting w/ Ms. Hogan, Joe Volk, and Walter Laux with Amy Lorenz to verbally review the POC that was submitted. Reviewed questions regarding Crisis Plans, the procedure for the plans, crisis plans vs. response plans, the completion of policies and procedures by Community Advocates as a contracted agency of BHD, billing concerns, the submitted Plan of Correction, and the other issues related to DHS 34.
- 4/11/13-Meeting w/ Ms. Hogan, Joe Volk, Andi Elliott, Todd Campbell, Kathie Eilers, Jim Kubicek, Susan Gadacz, Jennifer Wittwer, Amy Lorenz, Beth Collier, and Melody Joiner occurred to discuss Northside CRC's Corrective Action Plan (CAP). C.A.'s 3rd version of the CAP was reviewed page by page during this meeting and recommendations for changes/improvements given to C.A.
- 4/18/13- For a second time, Ms. Lorenz personally reviewed, edited, and commented for improvement on each P&P to help C.A. meet standards. The P&P's with recommendations were delivered to Northside CRC for Ms. Hogan on this date.

The Behavioral Health Division worked with Community Advocates (C.A.) in an effort to have the Northside CRC be in adherence with the guidelines set forth in Administrative Code DHS 34: Emergency Mental Health Service Programs. BHD Crisis Services must assure that C.A., as a contracted provider of Crisis Services, is meeting these standards both for the county's certification needs under DHS 34 with the state and to approve C.A. to bill for crisis stabilization services under BHD's provider number.

In C.A.'s RFP response dated 4/6/12, C.A. made statements of agreement that they would be in compliance with DHS 34 standards, such as developing crisis plans for all individuals seeking services at CRC, an audit tool that would be implemented for monitoring purposes, policies and procedures developed by June 2012, etc. To ensure that C.A. was in compliance with DHS 34 standards and meeting the assurances in their RFP response, an audit was completed at the CRC. Below is the timeline of what occurred:

- 12/1/12-Community Advocates informed that a site visit would be occurring on 12/12/12 to complete an audit at the Northside CRC to assess the program and verify that all DHS 34 standards are being met. Additionally, it was noted in the email notification, "As we have previously discussed, BHD needs to complete a site audit at the CRC to assess the program and verify that all DHS 34 standards are being met".
- 12/4/12-C.A. given copies of the 3 audit tools (Site Visit Evaluation Tool-Crisis Stabilization Services, Crisis Stabilization Audit Tool-Client, and Crisis Stabilization Personnel Audit Form) to be utilized during the site review on 12/12/12 so that they could be prepared for what was to be audited. Additionally, it was noted in the email notification, "as discussed, these requirements come directly from DHS 34 and as a Crisis Services provider, the CRC will need to meet all of the below requirements for DHS 34 approval".
- 12/12/12 & 12/13/12-first audit completed at Community Advocates Northside CRC.
- 1/10/13-Letter to C.A. informing them of the results of the audit and informing them that they needed to complete a correction action plan (CAP) and submit this plan within 45 days.
- 2/10/13-C.A. submits **first** version of CAP.
- 3/1/13-Letter to C.A. informing them that "the decision not to accept your agency's Correction Action Plan due to lack of specificity and, return it to you for further development".
- 3/8/13-C.A. submits a revised CAP (**second attempt**).
- 3/25/13-Letter to C.A. informing them that "At this time, your submission will not be fully accepted, as there are areas within your agency's plan that need further clarification and development".
- 4/9/13-C.A. submits "response to the Milwaukee County review of Amended Corrective Action Plan" (**third attempt**).
- 5/2/13-C.A. submits "revised correction action plan" (**fourth attempt**).
- 5/23/13-Letter to CA. informing that "we will accept the plan in its entirety" (**fourth version**).
- 5/29/13-Second DHS 34 audit completed at C.A.'s Northside CRC.