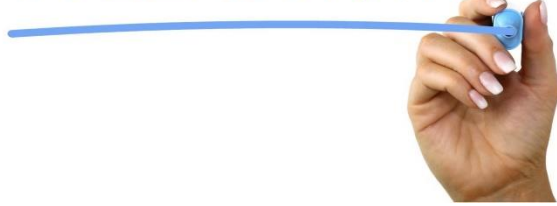


COLLABORATION



CWAC Front End

Thursday, September 1, 2022

Webex

11:00 am to 12:30 pm

Lori Welcher-Miles and Desiree Silva Co-Chairs

Join from the meeting link

<https://illinois.webex.com/illinois/j.php?MTID=m7fd6ce2969c2a062a1047d4cb12e91f8>

Join by meeting number

Meeting number (access code): 2459850 9105

Meeting password: 5DiT4CYcd2

Tap to join from a mobile device (attendees only)

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[+1-415-655-0002](tel:+1-415-655-0002), [24598509105##](tel:+1-415-655-0002) [US Toll](tel:+1-415-655-0002)

Join by phone

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Join from a video system or application

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You can also dial 173.243.2.68 and enter your meeting number

AGENDA

New Introductions to CWAC FE Team

- Yeni Rojas is the new Intact Regional Administrator for Cook and Northern Regions at DCFS
- Kara Bordeaux is the new Statewide Director of Programs for Intact at One Hope United

Desi would like to invite CWS providers to the CWAC FE meetings as well as Investigations to be part of the team.

1. Approval of minutes
 - Approval of June minutes held over to the October meeting
2. Intact Contract Section 10.4- New Quarterly Reporting
 - Intact providers expressed concern about the language in the FY23 contract that referred to additional requirements for fixed rate agreements. The language states that providers will submit to quarterly outcome measures and report quarterly client list with names and DCFS ID's.

- Lori stated that it is her understanding the language is not new and has always been in the program plan. If necessary, we can follow up with Doug Washington and get back with the group.
- Laura Rios/Catholic Charities stated her staff are asking for a template and/or guidance on the information being requested. Her staff expressed that this is something new that has not been required in the past. Laura asked that her staff not be held accountable for this report until they can get more guidance.
- Kathy Grzelak/Kaleidoscope asked what the information would be used for that is not already available in SACWIS or another data base.
- Lori asked to table this discussion and reach out to Doug Washington and see if he will be available at the next meeting to provide guidance and answer questions.

3. Flex Funds – Rosie Arnette

- Desi/CYFS shared that there is a small group getting together to discuss flex fund issues. There appears to be some difficulty in getting expenditures that have been already paid/reimbursed through flex funds.
- Flex fund changes were mentioned at the August 23rd meeting with Tim Snowden and the Director. Do we know when more information will be forthcoming? Rosie was not prepared to discuss the changes at this time.
- Flex funds were created to help workers address immediate needs of a family. Flex funds should be for needs not wants to keep families together when no other resources are available.
- Right now, there are issues with purchasing gift cards. Budget and Finance is working to see how we hold people accountable when using gift cards. Currently, these situations are being addressed on a case-by-case basis.
- Families must have an open IFS case to access flex funds. Flex funds are for the household members not their family or friends.
- Exclusions for IFS flex funds:
 - ✓ If the family case has been closed, flex funds through IFS are not appropriate.
 - ✓ Flex funds cannot be used to pay for medication, drugs or smokes.
 - ✓ Flex funds should not be used to repair rental properties or apartments due to the liability issue.
 - ✓ Flex funds should not be used to pay for parties (pizza, swimming, birthday).
 - ✓ Gift cards and/or checks should not be given directly to the client. We do currently use gift cards for gas, however, only gas can be purchased with these. Workers should be mindful of the amount put on the gift cards.
- Flex fund request sheets should always include the justification tab completed even when the reason is obvious. Due to accountability, workers must include other means attempted prior to requesting flex funds.
- List the amount spent on each item and the total. This will help reduce the number of follow-up questions needed. These delays impact the reimbursement time and the chance of denial.
- Receipts must be legible.
- Provider Questions:
 - ✓ Q: Sometimes therapy bills for undocumented people are not received in time to be submitted monthly. Can they be submitted later?
A: That appears to be a specific situation that would need to be discussed with Jason Cummins or Kari Rogers.
 - ✓ Q: A lot of our clients do not have insurance to pay for therapy.
A: If this case is open with the intensive service rate—this is built into your monthly therapeutic rate. If the case does not receive the intensive rate, then we would look at paying for those situations. These situations would probably need to be discussed with Jason or Kari.

- These situations should be sent to Kari in a detailed email that includes the family name and CYCIS ID#. If the expense is approved by Kari, she will return the email to you; and you will then attach Kari's email to the flex fund request before sending it to the account tech.
- ✓ Q: If the bills are not received in time to be submitted in the monthly billing, can they be sent later.
A: Yes, as long as, the case was opened during that time frame of the expense. If this was an expense that required approval from Kari, be sure to include her email with the flex fund request to the account tech. For Service Purchase, make a note saying approval for counseling services for "client name" provided by Kari—see attached receipt. Justification would be that client needed therapy. Describe other means attempted and include that client needs therapy and has no insurance.
- ✓ Q: Some domestic violence perpetrator offender services and sex offender treatment services take a long time to get into and are very expensive. Is this possibly something that could be submitted for approval if the agency feels like it is going to be a real financial burden? Some offenders are invested and willing to make a change but are not in a situation where they can pay. In some situations, we can be held accountable to doing reasonable efforts and reasonable services.
A: Yes, that situation could be explored for approval. However, Rosie looks closely at domestic violence situations. One of the things flex funds will approve is the assessment because this is the guideline to determine what type of therapy is needed. These requests still need to go through Kari. It may also have to be explored through clinical and look at their decision. Some assessments recommend the client pay for the services. There may be free services available, but most free services are for the victim.
 - 507s are not used for IFS to request counseling. Requests for toxicology are done on 507s. POS agencies can explore using the CFS 902, special service fee and case action form to pay for counseling.
- ✓ Q: What are the real concerns with using gift cards and seeking reimbursement? Some agencies receive gift cards through donations, and they need to use them. There are instances where we don't get receipts. Providers are open to other solutions and willing to participate in a group setting to come up with other alternatives to gift cards. What can DCFS provide agencies that will get us to the approval? What specifically can be provided to enhance the approval of gift cards?
A: DCFS is listening and understands your concerns. DCFS has used gift cards in the past and it was not very successful. Cards were given to clients with not much accountability. In situations where gift cards are used, make sure there is accountability and that it is addressing immediate needs of the family. We are working with Budget and Finance. There is a meeting scheduled for tomorrow where we plan to discuss the gift card issue and come up with some clear guidelines to ensure accountability along with checks and balances. We will have further discussion regarding this information. Lori will also check into the pilot program in Southern Region and see how it went and if useful information was obtained.

4. Monthly Data Reports by County

- Richard Foltz from Chapin Hall is still trying to pull the data by county by agency. He was not able to join the meeting today. Hopefully we will have something by the next meeting in October.
- The distribution list for the daily DeStasio report needs to be updated. It is apparent that the report is still being sent, however the recipients may no longer be

at the agency, or the reports are not being shared. The best approach seems to be sending an email out to providers asking them to update the contact names for the report.

- Kari is working with Dave Nika to get data reports for CWS providers. Currently Richard Foltz is providing us with statistics regarding referrals. Some of his statistics include the number of referrals sent to POS verses DCFS and the length of time referral is open prior to disposition.
- In the future, we would like a statewide intact referral data. Hopefully, the report would show trends of where families are in need and how we can fulfill those gaps with services. This would allow us to be more responsive to families.

5. Help Desk Concerns

- Currently there are issues with the provider portal that will not allow workers to select an EBI provider. DCFS has been working with Family First and the helpdesk with no resolution yet. We are asking for the ability to manually write in an EBI provider name when workers are unable to link the provider from the list. Workers/supervisors should continue to send concerns with the EBI portal to Christina Kelly. Another issue with the portal is that supervisors are not in the right role to go in and approve referrals.

6. Status of Data Subcommittee

- The work group has not finalized their list yet.
- DCFS has already submitted a list of their data requests to Dave Nika. We would like to get the list from the subcommittee sent to Dave Nika as well as and as soon as possible.
- The old list from 2018 needed to be updated to see if those requests are still relevant.
- These data requests need to be reviewed and considered as we get ready to move toward CCWIS.
- Lori will send the data list submitted by DCFS to Desi and she can meet with the work group.

Lori would like to thank LSSI, Caritas and other agencies who participated in the Springfield and Du Quoin state fairs. The collaboration was good. Anyone interested in participating next year, please reach out to Lori. DCFS provides the table and chairs and you can bring any literature you would like to pass out regarding your agency and/or recruitment of foster parents.

Action Items:

- See if Doug Washington is available to speak at the next CWAC FE regarding the language in the FY23 contract referencing new quarterly reporting.
- Follow up meeting to discuss gift cards
- Get information on the Southern Region pilot program using gift cards
- Update the distribution list for the daily Scott DeStasio report
- Send the DCFS data list that was sent to Dave Nika to Desi

Attendees: Kacy Garrard-ICOY; Donna Steele, Rhonda Laye-OHU; Jere Murry-LSSI; Mia Collins, Kristen Leiva-Aunt Marthas; Elena Johnson, Maggie Spoelhoff-Evangelical; Markesha Christopher-CHASI; Kathy Grzelak-Kaleidoscope; Kayla Orr, Desi Silva-CYFS; Jodi Schwindenhammer-CHAIL; Hilary Condon-Bethany for Children and Families; Megan Brand-Arden Shore; Laura Rios-Catholic Charities; Yeni Rojas, Chris Kelly, Kari Rogers, Lori Miles-DCFS. Scribe Theresa Ile. Guest-Rosie Arnette, DCFS.

