

# LEVELS OF CARE WORKGROUP REPORT

**Project Manager:** Lauren Gavin

**Aim:** Create a durable yet flexible and cost-effective pathway of mental health services that supports the child/youth and family from entrance to exit and that assures continuity of care from one stage to the next.

**Membership:** Angela Nunes; Ellen Hayenga; Louise Hill; Jae Suh; Jean Riney; Jennifer Grier; Karin Kalk; Marianne Marafino; Andrea Urton; Peggy Wiley; Randall Ramirez; Sherri Terao; Lauren Gavin

**Reporting Period: From:** 01/4/13 **To:** 01/24/13\_\_\_\_\_

## 1. Update (accomplishments; successes; milestones, be sure to include progress toward goals)

- \*Created & accepted LOC Charter
- \*Created matrix of current System of Care services
- \*Updated Project Work Plan
- \* Started to collect feedback from PDSA Pilot project aimed at improving CBO- Call Center capacity reporting.
- \* Next meeting scheduled for 2/7/13.
- \*Progress toward goals: minimal

## 2. Change of course (barriers, risks, questions)

\*Call Center staff not able to be at 1/18/13 meeting, so PDSA feedback was only from Contractor prospective. Plan is to continue PDSA

## 3. Response from SOC or PQIC (Meeting Date: \_\_\_\_\_)

**Approval to continue course of action**

**Approval for change of course**

**Request for more information**

**Declined**

**Please share with staff:**

**Comments**

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