I. Welcome and Introductions

- See list below for attendees
- Each committee member introduced themselves and shared what they hoped to gain from their involvement
- Primary concerns included: The duplication of processes, the need to simplify the system and streamline processes, staff retention issues, inefficient service provision, getting behavioral health recipients connected to initial services takes too much time and effort

II. History and Overview of the Paperwork Reduction Initiative and Report

- Dara provided an overview of the history of the Paperwork Reduction Initiative, data collection methods utilized to gather information about duplicative processes and its impact on service provision and workforce retention
- A copy of the Paperwork Reduction Report was provided to committee members prior to the meeting for review; it is also available on the ADHS website http://www.azdhs.gov/bhs/papwk_red_041408.pdf

III. DBHS Internal Efficiency Committee: Model and Progress

- Laura reviewed the structure and work of the DBHS Efficiency Committee; the committee has met about 4-5 times and is comprised of representatives from various bureaus within DBHS; progress of the committee will be shared on the DBHS internet; it is the intent of the group to track and maintain a written history of the work of the committee.
- Use of ad hoc committees: The DBHS Efficiency Committee has begun to establish ad hoc committees to look at larger recommendations of the Paperwork Reduction Report. Each ad hoc committee is assigned an Efficiency Committee liaison who is responsible for coordinating the committee and providing written feedback to the committee about the status of the work of the ad hoc committees.
- Quick Fix Accomplishments: Dara shared progress of “Quick Fixes” identified in the Paperwork Reduction Initiative (See “Quick Fix Matrix” for details)
- Other Accomplishments:
  i. Laura shared that the DBHS Bureau of Policy and Bureau of Customer Service recently convened a meeting with all of the Inter-RBHA transfer coordinators. Inter-RBHA transfers were identified as a significant source of concern in the original Paperwork Reduction Report. The coordinators agreed to share contact lists with each RBHA, T/RBHA and DBHS to
assist with transfers and DBHS is actively reviewing its policy regarding transfers and paperwork requirements.
ii. Laura also shared that the revised CORE Assessment and Protocol will be released in March 2009 (pending Dr. Nelson’s approval) and that the assessment is considerably shorter, more user friendly and will be offered as a template for use by the RBHA’s.

IV. Purpose and Role of the Statewide Efficiency Committee

a. Purpose of the Committee:
   • Joe Wright discussed his concerns regarding the financial impact of new initiatives, paperwork requirements, data collection. He would like the committee to be able to ask questions prior to DBHS implementation, such as: What is the financial impact? What is a realistic timeline for implementation at the RBHA level? Are there any alternatives to be discussed?
   • Kelly Brown discussed her concerns over requests for data. At the RBHA level, they are often asked to provide data but given little instruction on how to collect the data. Kelly would like the Committee to serve as a forum to discuss requests for data and how requests may be better formulated
   • Joe Wright discussed his concerns regarding the requirement for a competitive RFP process every 3 years. He felt that the RBHA’s become too focused on reapplying for the RFT and that the data collection process becomes counterproductive.
   • Jerry Boehm shared similar concerns regarding the frequency of the RFP process and its impact on his workforce and their ability to provide quality care.

b. Prioritization and Defining of Issues
   • The Committee would like to prioritize issues (initiatives, new paperwork requirements, requests for data, etc) in the following order:
     1. Focus on the moment when the behavioral health recipient first walks through the door (Always ask how the issue is impacting the person at this point and then throughout his/her treatment)
     2. Shift from process monitoring to outcome monitoring (how can the Committee evaluate an issue and make recommendations that will help the issue become more outcome focused?)
     3. Will the issue impact the workforce? Will the issue affect an employee’s ability to simply complete his daily work? (Jerry Boehm expressed particular concern regarding a need for a quick, tangible change that will provide hope to his employees that change is possible and will occur)

V. Plans for future meetings
a. Other participants: Who should be at the table?: The Committee would like to invite the following people/agencies to participate on the Committee:
   - Consumer-run organizations: Roberta Howard from NAZCARE and Mitch Klein from CHEERS
   - AHCCCS
   - Licensing
   - Consumer and family representatives

b. The Committee would like to meet on a monthly basis

c. The group would like each others contact information. Laura will email a group list to the Committee members

VI. Efficiency Webpage

a. Dara shared that DBHS plans to announce the development of the Statewide Efficiency Committee and its members on the DBHS website. Additionally, a separate webpage will be created on the DBHS internet to share progress of both the DBHS and Statewide Efficiency Committees.

b. Noel Gonzalez requested that progress be linked to the freeing up of behavioral health dollars.

VII. Next Meeting: TBD, in one month
## Committee Members in attendance:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Laura Henry, Special Projects Administrator</td>
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<tr>
<td>Dara Stewart, Quality Management</td>
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<tr>
<td>Kelly Brown, Interim Clinical Director</td>
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<td>Genevieve NezHolona, Clinical Specialist</td>
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<td>Noel Gonzalez, Director of Performance Improvement and Quality Management</td>
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<tr>
<td>Jerry Boehm: Director of Operations</td>
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<tr>
<td>Robert Wilderman: Chief Executive Officer</td>
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<tr>
<td>Joe Wright, Executive Director</td>
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</tbody>
</table>

## Committee Members Not in Attendance:

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
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<tbody>
<tr>
<td>Emily Wetter</td>
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<td>Maurice Miller</td>
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</tr>
<tr>
<td>Noel Gonzalez</td>
<td>CPSA (Original Committee Member)</td>
</tr>
<tr>
<td>Robert Wilderman</td>
<td>Community Counseling Center (Original Committee Member)</td>
</tr>
<tr>
<td>Joe Wright</td>
<td>Community Behavioral Health Services</td>
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<tr>
<td>Maurice Miller</td>
<td>Consultant (Original Committee Member)</td>
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