CCS Residential and Financial Eligibility

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Team Sponsor(s): Marilyn Cornier, Aimee Reedy

L/M Workgroup UBT Report Out
February 26, 2015
Our Focus: To ensure that CCS Clients retain their Medi-Cal Insurance Coverage

Initial

Our SMART Goal is to...

• Decrease the number of “Medi-Cal Loss” CCS Clients

• By 50%

• By 90 days - May 26, 2015
Right Now...

- Increased Anxiety and Trauma from Past Work-Related Experience and UBT Performance Anxiety

UBT / PI Process

- Engage staff & sponsors
- Operationalizing
- Testing ideas
- Developing ideas for improvement
- Setting a goal
- Selecting a project
- ID’ing new opportunities
- Forming a team

- Increased Anxiety and Trauma from Past Work-Related Experience and UBT Performance Anxiety
Increased Anxiety and Trauma from Work-Related Experiences

**Past Experience:**
- Re-engineering of SCVHHS positions
- Layoffs, administrative transfers
- History with “Bad Manager”
- “Consultant” = PTSD

**Current Experience:**
- Office Staff Moves
- Program facility changes
- Program Restructuring
- Quantifying Work Activities
- Performance Anxiety
Steps Taken:
- Slowed down the process
- Went from meeting in large group to small group
- Allowed UBT members to fully express their concerns
- Clarified the goals
- Created a safe space
- Listened to their stories
- Individual and group coaching sessions between sponsor and team members
- Discussed solutions for moving forward
- UBT members attended cohort session with consultant, Ann Nicholson
Next Steps . . .

- **Next Step:** Review retrospective 6-months data of “Medi-Cal Loss and Medi-Cal Aid Codes”

- **Learning:** Stay focused on the Goal

- **Support:** Time Management and determining who else can play a role with assisting with UBT Goal
Questions?