

APRIL THROUGH JUNE 2023 PROGRESS REPORT ON THE BUREAU OF BEHAVIORAL HEALTH WELLNESS AND PREVENTION (BBHWP) STAKEHOLDER FEEDBACK ACTION ITEMS

August 2, 2023

Provided by Shannon Bennett, Health Bureau Chief, BBHWP

Stakeholder Concerns Identified	Action Items	Progress To Date
<p>Inconsistencies in staff knowledge:</p> <ul style="list-style-type: none"> • Staff not understanding the process, unnecessary steps taken • Lack of knowledge of non-profits • Indirect discrepancies, staff lack of understanding 	<ol style="list-style-type: none"> 1) Investments in staff development 2) Staff trainings standardized and included in onboarding. 3) Training of staff on various fiscal-related concerns, i.e. indirect 	<ol style="list-style-type: none"> 1) Staff Development Plan and a Peer-to-Peer Sharing Initiative have been created in BBHWP. Monthly staff development starts in September 2023. 2) First Draft of BBHWP Operating manual created. This includes training and onboarding practices. Currently reviewing these documents with Bureau leadership. 3) Staff have received detailed training on Requests for Reimbursement and Site Monitors.

<ul style="list-style-type: none"> Lack of technical assistance 	<ol style="list-style-type: none"> Realignment of staff roles and responsibilities Redesign of BBHWP to ensure subawardees are provided appropriate technical assistance. 	<ol style="list-style-type: none"> Bureau leadership has worked with an outside vendor to go through each staff position's roles and responsibilities. This analysis and review are almost complete and will be shared with staff in the coming month. Program staff have been trained to know how to conduct technical assistance calls with subawardees and understand it is part of their regular work duties.
<p>Need consistency in subaward guidance:</p> <ul style="list-style-type: none"> Consider using Excel instead of Word for budget documents State should consider providing more streamlined technical assistance for subaward needs; specifically the budget What will the state fund re: evidence-based best practices? Consistency in what is expected in a site monitor 	<ol style="list-style-type: none"> New contracts/subgrant management system being piloted within DPBH in hopes to address some of these systemic challenges. Staff being trained to provide technical assistance. Staff being trained on program development, implementation, and evaluation, including evidence-based best practices. 	<ol style="list-style-type: none"> The Division is working through the final steps begin the pilot for this system. Program staff have been trained to conduct technical assistance calls with subawardees and understand it is part of their regular work duties. The staff development plan addresses program development, implementation, and evaluation, including evidence-based best practices. Staff should receive those trainings before June 2024.

<p>Communication:</p> <ul style="list-style-type: none"> • Too much back-and-forth communication creates a lag in execution. <ul style="list-style-type: none"> ◦ 20 emails, 6 phone calls – submission issues • State work plans should be created together; subsequent scopes of work should then also be created together. • What is the state’s engagement plan? • Challenges with certification process (coalition) • Notice of Funding Opportunity concerns • No TA provided; lack of communication • No funding for uninsured at CCBHCs; lack of consistent communication 	<ol style="list-style-type: none"> 1) Staff training on partnership building. 2) BBHWP Quality Assurance and Program staff work together to draft statewide work plans for each funding source; after these work plans are drafted, they will be shared and discussed with each respective partner. 3) After staff are trained on how to provide proper technical assistance, staff are to set up monthly technical assistance calls with each subawardee. 4) Providing contact information for DPBH/BBHWP leadership to BBHWP subawardees. Subawardees should reach out if they are experiencing communication challenges. 	<ol style="list-style-type: none"> 1) The staff development plan addresses partnership building. Staff should receive that training before June 2024. 2) Staff are currently working through quality assurance priorities for the Bureau and developing a workplan to implement improvements in priority areas. One area is the creation of statewide workplans for each funding source. 3) Staff have been trained how to provide technical assistance and have been instructed to set up monthly technical assistance meetings with subawardees by August 2023. 4) Information was sent out immediately following the initial stakeholder feedback. Additionally, below, is an updated list of contact information.
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<p>Timely RFR processing:</p> <ul style="list-style-type: none"> Paying subawardees in 30 days or under, no exception. 	<p>1) New system (Smartsheet) launched to monitor and track RFR submissions and payment. System pilot</p>	<p>1) Currently receiving RFRs via Smartsheet. Staff are further developing key performance indicators and reports to monitor progress and catch issues early.</p>

<ul style="list-style-type: none"> • Timely payment depends on <i>who</i> is touching the RFR. • If behind on RFRs, submit one month or all months? • Incorrect workbooks – locked cells • Should be able to submit RFRs and Client Level Data (CLD) in same spot 	<p>launched December 2022.</p> <ol style="list-style-type: none"> 2) RFRs are monitored weekly via Smartsheet to ensure payment keeps to under 30 days; currently being paid 14 days after submission. 3) Staff have been trained to monitor Smartsheet and to look for missing RFRs. <ol style="list-style-type: none"> a. This will also be addressed in the monthly technical assistance calls. 4) Communicate to subawardees about the ability to upload CLD in Smartsheet. 5) Internal procedures have been written and will continue to be refined for appropriate RFR processing 	<ol style="list-style-type: none"> 2) The average number of days from RFR receipt to payment was 22 days for all RFRs submitted into the Smartsheet portal in SFY23. 3) Staff check for “Rotten RFRs” every week. Rotten RFRs are RFRs over 30 days old that have not been paid. RFR receipt and payment will be discussed in all technical assistance calls. Developing dashboard in Smartsheet to monitor each subaward RFR submission and percent expended for the life of each subaward. 4) Communication went out to affected subawardees in April. Client Level Data can be submitted in Smartsheet. 5) RFR procedures have been written and are being maintained in the Bureau. With the hire of the Public Information Officer (PIO), the Bureau is able to work through disseminating and properly cataloging recorded trainings and resources for our community partners and subawardees. One of these pieces is the Awards Management section of the Bureau website that will go live the week of July 31, 2023, with further procedures, tips and
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		tricks and other helpful documents for successful RFR submissions. Two RFR Technical Assistance opportunities for BBHWP subawardees are scheduled for August and September. We are open to feedback about other tools that will be useful on this website.
<p>No retroactive subawards:</p> <ul style="list-style-type: none"> • Same cycle every year, what's not to expect • Tired of hearing the same excuse • Some individuals not taking pay checks; had to shut certain parts of programs down 	<ol style="list-style-type: none"> 1) Staff are being trained on the below timeline. 2) Develop written policies/procedures for subaward creation 	<ol style="list-style-type: none"> 1) Staff have been trained on the timeline. 2) Staff developed a document breaking out the lifecycle phases of a subgrant. We are now working to create a manual for each phase of the lifecycle. Manuals are intended to be shared internally and externally when they are ready.