

Reentry Contracting Peer Learning

This is a working hour, not a presentation. You do most of the talking.

WHAT THIS IS

- ✓ You, your team, and one real release from your own facility.
- ✓ Walked out loud, step by step, until you find the soft spots.

WHAT THIS IS NOT

- ✓ A test. Nobody is being graded and nobody is in trouble.
- ✓ “We don't have that in writing” is the most useful sentence you can say today.

WHAT YOU LEAVE WITH

- ✓ One gap you can close in the next 30 days.
- ✓ Clarity about how to identify potential gaps in processes ahead of the gaps taking place.

Our time together today: 60 minutes
· 10 min refresher · 30 min in your teams · 20 min all together to debrief and share.

What Contracting Actually Means

Take out the legal words and it's four questions. That's the whole thing.

A contract is a written answer to **who does what, by when and what happens if/when it breaks.**

1

WHO

A person's name. "Medical" is not a person. "The MCO" is not a person.

2

BY WHEN

A day, an hour, or a trigger. "At release" is not a time. "72 hours before release" is. Specificity matters and helps with success.

3

IF IT DOESN'T HAPPEN

Who gets called, and how fast. This is the part almost nobody writes down and won't matter until it does...

4

WHO COVERS THEM

When they're out sick, on leave, or gone from the job for good.

If it is not written down, it is a hope. Hopes work fine right up until somebody is out sick.

Refresher: Your Contracting Map

Six places you need agreements. Every one of them is somewhere a release can fall apart.

1 HEALTH PLAN / MCO

Eligibility, care coordination, who confirms the first appointment, and how you get paid.

2 THE FACILITY

Access to the person inside, space to work, notice of the release date, staff time.

3 CLINICAL PROVIDERS

Who treats, who prescribes, who takes the referral, who follows up on day seven.

4 PHARMACY

Who authorizes, who dispenses, and what walks out the door on release day.

5 DATA AND IT

Who can see what, in which system and what they do when they can't see it. How will you share information in a timely manner that doesn't cause redundancy.

6 COMMUNITY PARTNERS

Housing, transport, support, and the ride to that first appointment.

Pick the one that worries you most. That is where your team should start in about eight minutes.

Refresher: The Five-Step Work Plan

We are going to work on a mock scenario that is based on a true story.

1

List every partner you depend on

Every organization that touches a release, even briefly.

2

Say what you need from each one

In plain words. Not legal language.

3

Check what is already in writing

Contract, MOU, amendment, workflow document or nothing.

4

Close the gaps

A new agreement, an amendment, or a one-page written workflow.

5

Name an owner and a review date

Without both of those, it quietly rots in a shared drive.

One Real Case, Four Ways It Broke

Nobody was negligent. Nothing was written down. Those are two different problems.

THURSDAY, 8 A.M.

Marcus is released from county jail after eight months on buprenorphine. He plans to keep taking it.

Two hours earlier - the pharmacy finds no authorization on file.

That same morning - the one coordinator confirming his appointment is out. No one knows who else was supposed to do it.

Three days later - withdrawn, used, arrested.

"I thought you did that."

UNCLEAR OWNER

Two people each assume the other owns the step. Or nobody does.

"I can't see that."

DATA SILO

The information exists. The person who needs it cannot get to it. Marcus is told he can file a public disclosure request for his medical records.

"I just texted Maria."

HANDSHAKE, NO AGREEMENT

It runs on a relationship. Fine... until Maria takes a new job.

"She's out today."

NO NAMED BACKUP

One name, no coverage. This is the one that got Marcus.

Three of those four were sitting in plain sight the whole time. A map like the one you are about to draw would have shown the m.

How the Rest of This Hour Works

- ✓ Ten minutes from me done.
- ✓ Thirty in your teams.
- ✓ Twenty all together at the end.

10 MIN

Refresher

The map, the work plan, and the four ways it breaks. You just did this part.

15 MIN

Team Space 1: Map it

Walk Marcus' release out loud, from 90 days before to 30 days after.

15 MIN

Team Space 2: Gap it

Same map, new lens. Mark every place nothing is written down. (Don't do this yet...Your facilitator will tell you when)

20 MIN

Back together

Each team reports out, shares 2 themes, any questions that came up and any best practices they heard.

FOUR GROUND RULES

- **Ensure everyone gets to participate. Think about Marcus and this situation in your facility. Could this happen? If not, why not.**
- **One recorder per team.** Their job is to write things down, not to judge them.
- **Name the person, not the department.** First name is fine. "Medical" is not.
- **"We don't have that in writing" is a win.** It is not a confession. It is the whole point.

Team Space 1: Map One Real Release

15 MINUTES

For this exercise, some of this you'll make up based on your system/facility. How would Marcus do with you. Walk it out loud, one step at a time, start to finish.

90–30 days
before

7 days
before

72 hours
before

Release
day

First 72
hours

Days
4–30

1 Say the person's name

"Medical" is not an owner. Who is it today first name at minimum?

2 Circle every handoff

Every time the work crosses to another organization. That is where it snaps.

3 Say the assumption out loud

"Someone confirms the appointment." Who? And is that in a document?

BRING BACK TWO THINGS

1. Where your map broke first.
2. One assumption you cannot back up with a document.

Recorder writes · Timekeeper calls the halfway mark · Everyone else talks. **Start here: what happened 90 days before release?**

Team Space 2: Find the Gaps

15 MINUTES

Same map. New lens. Four gaps show up repeatedly... mark every one you find, then sort it.

1

UNCLEAR OWNER

Two people, one step, nobody certain.

ASK:

Is this step in anyone's contract or job description?

2

DATA SILO

The information exists. The person who needs it cannot see it.

ASK:

Which two systems here do not talk to each other?

3

HANDSHAKE ONLY

It runs on a relationship, not a document.

ASK:

What happens the week that person leaves?

4

NO NAMED BACKUP

One name, no coverage, no plan.

ASK:

Who covers them when they are out sick?

SORT EVERY GAP INTO ONE OF THREE

COVERED in writing **PARTLY** needs an amendment **MISSING** nothing exists

BRING BACK ONE THING

One gap you can close in 30 days. Name it, name the owner, name who signs it.

Stuck? Ask this one: who covers your release coordinator when they are out for a week? It finds a gap almost every time.

Back Together: Get Unstuck

20 MINUTES

Three to four minutes per team. Four questions each — that's it. Then we all commit to one thing.

1

Where did your map break first?

The earliest step with no owner, no backup, or nothing in writing.

2

One assumption that is not an agreement.

Something everybody believes is happening that no document requires.

3

One gap you can close in 30 days.

Name it, name the owner, name the person who signs it.

4

One thing you are stuck on.

Say it out loud. Somebody on this call has probably already solved it.

THIS IS THE POINT OF TODAY

If another team names something you have already fixed.. speak up.

You are not each other's auditors. You are the only people on this call who have tried to do this work.

If two teams have the same gap, that is not a failure on either side. That is structural, and we will take it upstream.

Nobody must arrive with the answer. Naming the gap out loud is the work.

Before You Log Off

One commitment each. Say it out loud, one sentence, and we are done.

YOUR ONE COMMITMENT

Name one agreement or workflow you will review this month and the person who owns it.

WHAT WE WILL SEND

The one-page handout from today, plus the gap list we built together on this call.

WHAT WE WILL DO

This conversation will help inform other sessions. We will send out feedback forms. Please share what you are more interested in learning about.

NEXT SESSION

More information will come out soon. We hope to see you there. Please reach out to CHPS if you need help.

Marcus's Thursday goes differently when somebody writes down who does what, when they do it, and who to call when it breaks. **That is what you just did.**