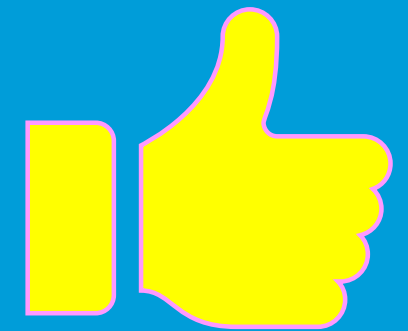


HOUSING  
FOR  
HEALTH

# ICMS Quarterly Meeting

Facilitated by the Data Quality Management Team





# Agenda

- Data Quality Management- Connie Mitchell and Sareena Kanj (30 mins)- AD and Senior PM from DQM team
- Training Update- Elyssa Rosen- Smith( 15 Mins) – Director from CP Training Team
- Medi-Cal Changes for Undocumented Participants in 2026- Erin Phipps & Ayantu Duguma ( 5 mins)- PMs from PI Team
- ICMS Program Information Center Updates- Mike Snider, Arty Koburyan, Alexis Nwaekeke ( 10 mins)- PMs from PI Team
- Grief Support and Resources- Jacquelin Fierros ( 15 Mins)- HFH Staff Wellness Coordinator
- ERC Step up and Step down- Beatrice Tan ( 15 mins) – PM from ERC Team

# Friendly Reminders

- ❑ Please mute yourselves, we appreciate it!
- ❑ All content and slides will email out after the meeting
- ❑ If you have questions after a presentation, the presenter will take a few minutes to answer them. You can also post questions in the chat — if we don't get to them, we'll include the responses in the follow-up email with the slides.
- ❑ Enjoy the meeting 😊

# *Data Quality Management*



Presented by: Connie Mitchell & Sareena Kanji

# Who We Are

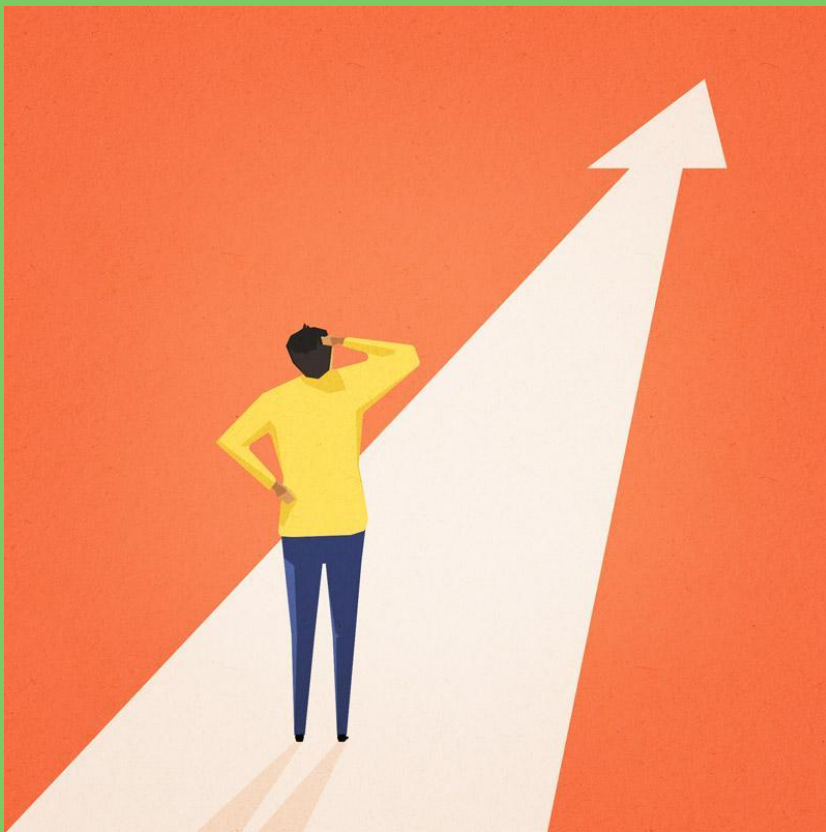
Our **goal** is to make sure documentation clearly represents the quality and impact of services provided every day.

Our work supports:

- **Reliable reporting** – providing trusted data to guide decisions and planning.
- **Better outcomes** – using data to identify trends, strengthen support, and improve results.
- **Program excellence** – ensuring documentation aligns with high standards of care and practice.
- **Capacity building** – helping teams grow their data skills and confidence in quality documentation.

**In short:**

We turn **data into insight** — and **insight into action**, helping every client's story be told clearly, accurately, and with purpose.



# Components

- Assessments ( 5X5 and Housing Acuity Index)
- Case Notes
- Care Plans and action steps
- Case Manager- who is performing the case manager(s) the ICMS for the client





# Guiding Questions for Data Quality Review

- Is there clear alignment across all documentation — care plans, case notes, assessments, and outcomes?
- Do care plans actively guide the case management activities reflected in the notes?
- Are we capturing the full story of the client's journey in a cohesive and comprehensive way, not just isolated updates?
- Does documentation reflect the client's goals, needs, and progress over time?
- Are assessment scores consistent and supported by the narrative in the notes?
- Do care plans and case notes reflect both what matters to the client and the case manager's professional insight, with clear next steps?
- Do case notes show active follow-up and collaboration with other systems of care (e.g., LACDA, DPSS, DMH, CENS, clinical providers)?

# Quick Numbers

- In FY 24-25, the team reviewed 3330 ( 15%) CHAMP client profiles.
- In FY 25-26, we have reviewed about 1500 reviewed so far and will be reviewing 5000 (20%) in total by end of July 2026.
- We have 40+ of TA sessions with ICMS agencies



# Strengths

- **Thoughtful and Detailed Documentation**  
Case notes capture each client's story with care, context, and depth — showing true understanding of their journey and progress.
- **Strong Commitment to Clients**  
ICMS providers demonstrate genuine care, consistent follow-up, and creative problem-solving to meet client needs.
- **Collaboration and Team Learning**  
ICMS works closely with other providers/partners to ensure a seamless continuum of care and a strong wraparound safety net.
- **Resilience and Persistence**  
ICMS continue engagement efforts even when clients are resistant, showing patience, empathy, and a steadfast commitment.





# ICMS Program Summary Review with Sareena, DQM Senior Program Manager



# TRAINING

“Data Quality Essentials- Small details, Big Impact”  
2<sup>nd</sup> Tuesday of every month- Sign up on TalentWorks

*Thank you & Questions?*