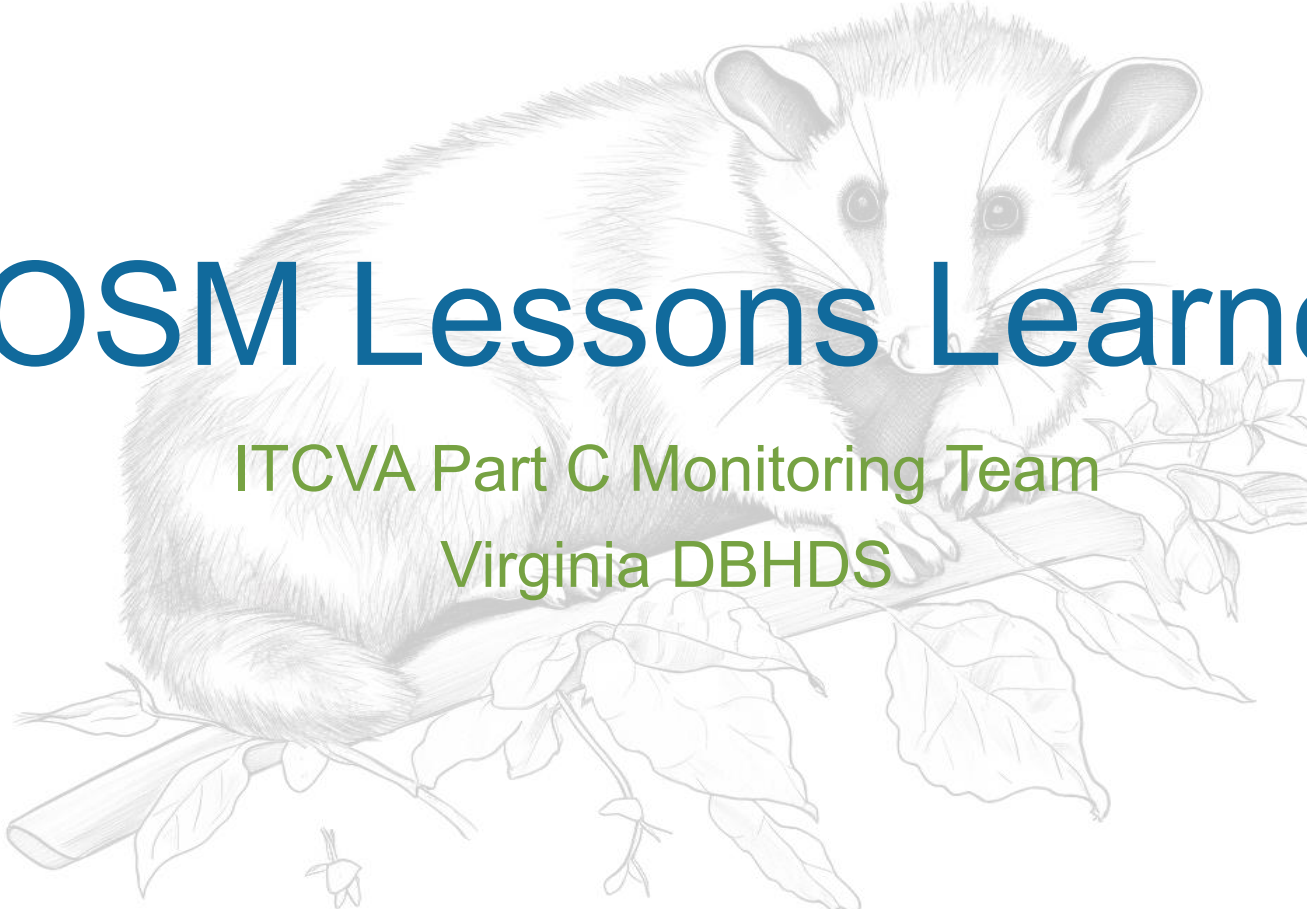




POSM Lessons Learned

ITCVA Part C Monitoring Team
Virginia DBHDS



Agenda

- POSM Pioneers Panel
- POSM Evolution
 - Tweaks
 - Timeline
 - Tools
- POSM Pride
- Participant Q&A

Thank you, POSM Pioneers (and Panelists)!

- Cindy Burgess, ITC Hampton-Newport News
- LaShonda McDade, ITC Alexandria*
- Kristin Yates, ITC Arlington

**unavailable to participate today*



POSM Evolution: Tweaks



- Timelines
 - 2 Quarters Backward (e.g., POSM in 3rd Q, Cases from 1st Q)
 - 16 Weeks Start to Finish
- In: Survey Data | Out: Family and Provider Interviews
- Additional Clarification Added to Protocols (August 2025)

POSM Evolution: 16-Week Timeline

Weeks 1 – 4

- Case Selection
- POSM Planning Call
- LLA Documentation → SLA
- LLA Survey Distribution → Field

Weeks 9 – 12

- LSM Interview
- LLA Case Documentation → SLA
- Initial Report Draft

Weeks 5 – 8

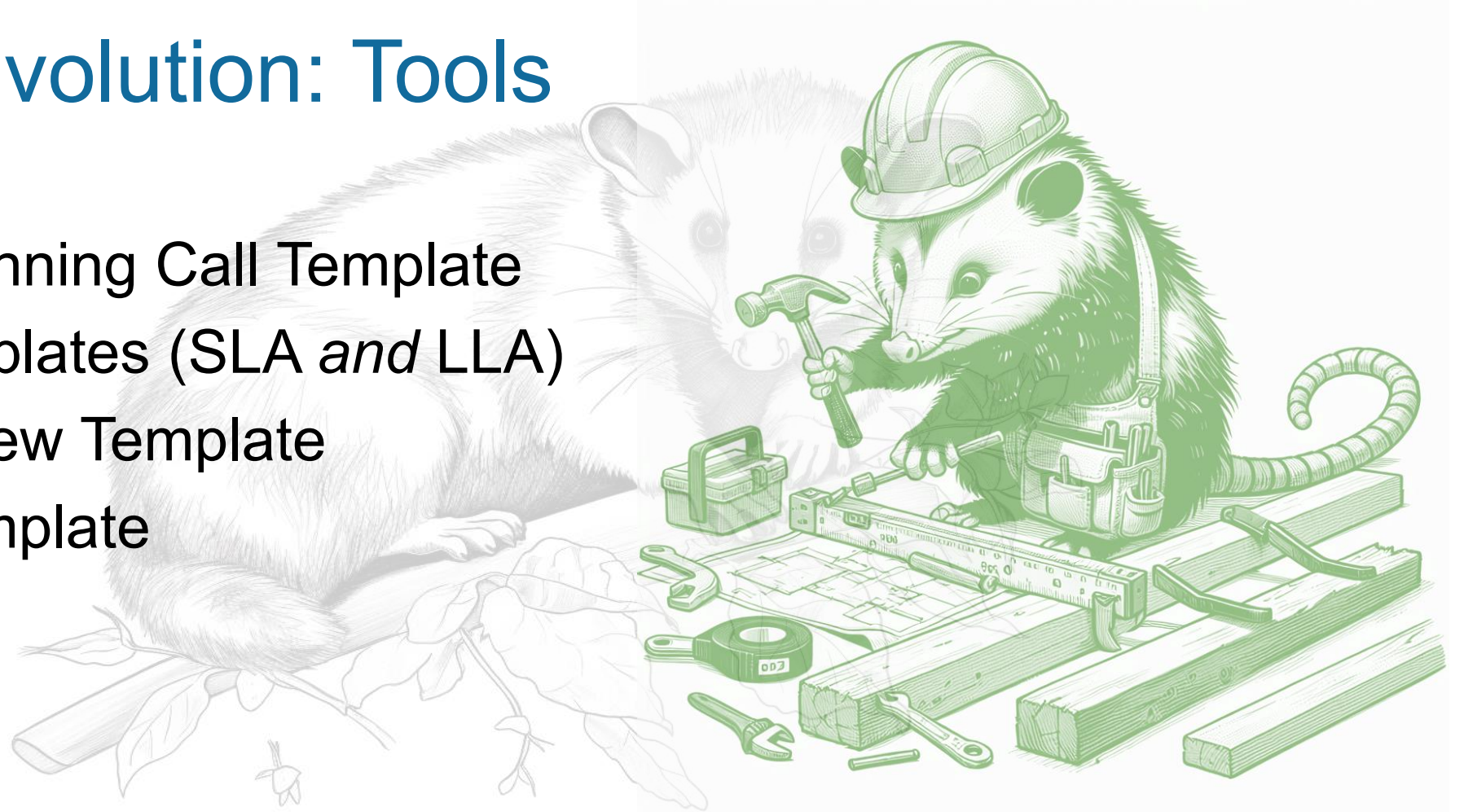
- Case Reviews
- Documents Review
- Survey Results Compilation
- LSM Interview Prep

Weeks 13 – 16

- Internal Report Review and Approval
- SLA POSM Report → LLA
- Closeout Call; Next Steps

POSM Evolution: Tools

- POSM Planning Call Template
- Email Templates (SLA *and* LLA)
- Case Review Template
- Report Template



POSM Pride

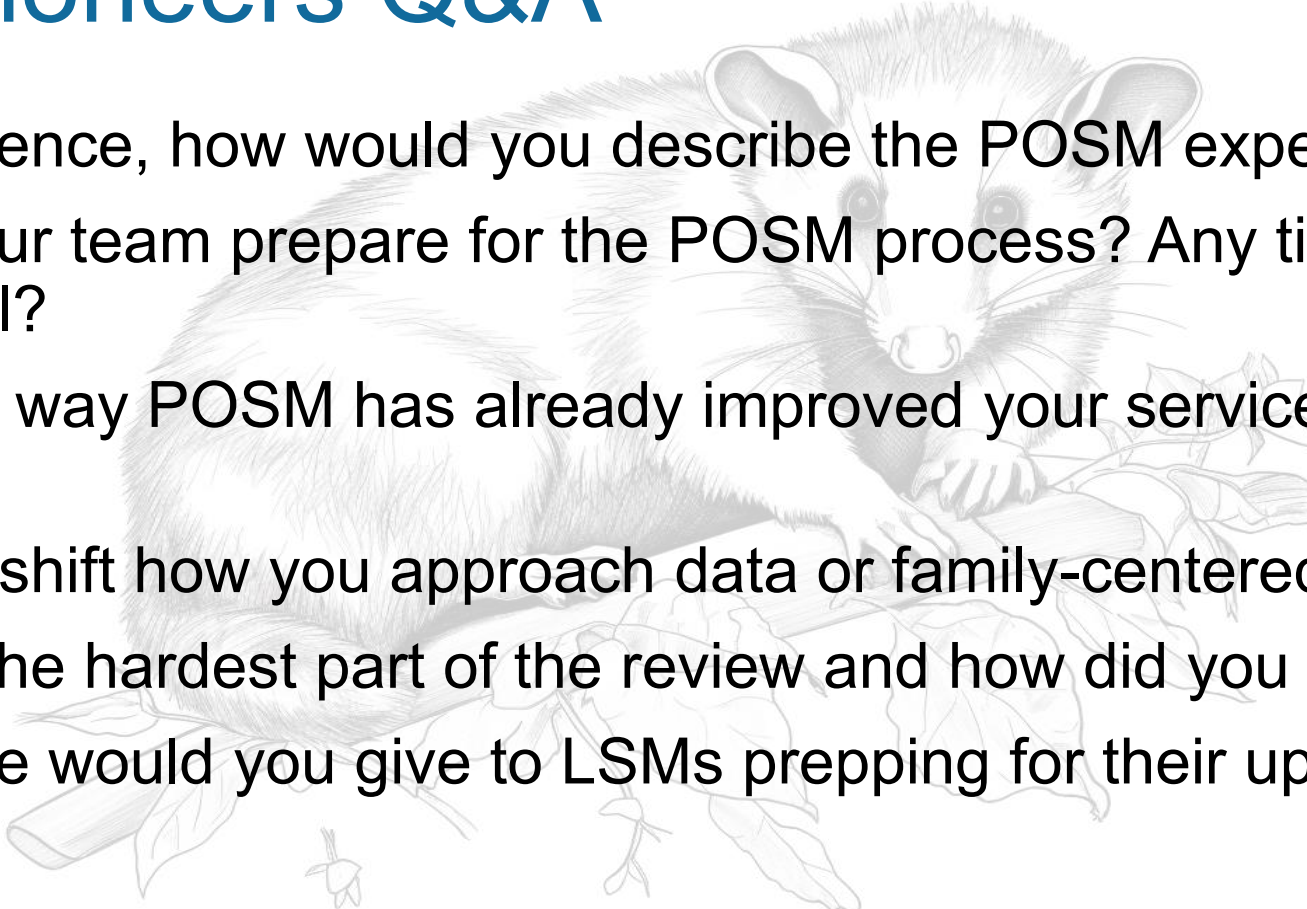
- Took longer than expected...but it's good.
- Satisfies GSM objectives: Allows for finding noncompliance; articulates correction timelines; provides for verification
- No CAPs or PIPs: Just findings. Fix them.



Participant Q&A



POSM Pioneers Q&A

- 
1. In one sentence, how would you describe the POSM experience?
 2. How did your team prepare for the POSM process? Any tips or tools that worked well?
 3. What's one way POSM has already improved your services or internal practices?
 4. Did POSM shift how you approach data or family-centered practices?
 5. What was the hardest part of the review and how did you handle it?
 6. What advice would you give to LSMs prepping for their upcoming POSM?