**Plan of Action: Addressing Proposed SHARS Policy Changes - Summer 2024**

**Step 1: Investigate the Matter Thoroughly**

* **Objective:** Complete a comprehensive investigation of the proposed policy changes.
* **Actions:**
  + Collect detailed information on the proposed changes and their implications.
  + Meet with key stakeholders.
  + Investigate the scope and specifics of the changes, the state's proposed policy and current policy, the potential impact on your district, and stakeholder responses.

**Step 2A: Immediate Communication**

* **Objective:** Establish clear and timely communication with all parties.
* **Actions:**
  + Communicate identified issues and concerns with relevant stakeholders.
  + Notify district staff about the proposed changes and their potential impact.
  + Open lines of communication with district SHARS vendor for ongoing collaboration and updates, if applicable. (TASB School Medicaid Services remains available to support you and your district.)
  + Reach out to politicians and the media to get the word out about the changes and how they will or may impact your district.
  + Inform your school board and senior leaders about the proposed changes and their implications.

**ONCE THE POLICY HAS BEEN FINALIZED AND ADOPTED**

**Step 2B: Follow Up Communication**

* **Objective:** Establish clear and timely communication with all parties.
* **Actions:**
  + Communicate policy changes with relevant stakeholders.
  + Notify district staff about the changes and their impact.
  + Open lines of communication with district SHARS vendor for ongoing collaboration and updates, if applicable. (TASB School Medicaid Services remains available to support you and your district.)
  + Inform your school board and senior leaders about the changes and their implications.

**Step 3: Comprehensive Training**

* **Objective:** Enhance understanding and adherence to new policy guidelines.
* **Actions:**
  + Create and conduct webinars and training sessions for stakeholders to better understand the proposed changes.
  + Update training protocols to reflect the new policy changes.
  + Provide resources to support accurate compliance and reporting.

**Step 4: Systemic Review**

* **Objective:** Conduct a thorough review of data and materials.
* **Actions:**
  + Implement a review of data and materials in house.
  + Identify and document significant details and findings.
  + Engage with stakeholders to address concerns and ensure thorough understanding of the needed changes.

**Step 5: Monitoring and Improvement**

* **Objective:** Establish an improvement framework to monitor the implementation.
* **Actions:**
  + Implement a monitoring system for compliance with new policy guidelines.
  + Maintain documentation of all policy-related submissions and communications.
  + Establish feedback mechanisms for staff to report challenges or uncertainties.
  + Periodically review and update training materials based on evolving guidelines.

**Step 6: Post-Implementation Audit**

* **Objective:** Ensure the effectiveness of systemic changes.
* **Actions:**
  + Schedule a post-implementation review to validate compliance and the effectiveness of the new policies.
  + Adjust processes based on findings from the post-implementation review.

**Step 7: Ongoing Collaboration with Stakeholders**

* **Objective:** Maintain transparent communication and collaboration with stakeholders.
* **Actions:**
  + Share progress reports with stakeholders to ensure ongoing transparency.
  + Collaborate with stakeholders for additional information or guidance related to the resolution process.

Questions may be directed to HHSC SHARS staff or TASB School Medicaid Services Division Director, Dr. Karlyn Keller at [karlyn.keller@tasb.org](mailto:karlyn.keller@tasb.org).

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