



Welcome!

WNY RPC Board of Directors Meeting

May 9, 2018





What are we doing today?

- Approval of Minutes
- Introductions and Welcome to New Board Members
- Complete final survey from Syracuse University
- Election of new community co-chair
- Select new representative from MCO group to sit on Kitchen Cabinet
- Vote on 2 or 3 year terms for Board members
- Updates from State Partners
- Updates from Board Members & Key Partners
- Updates from Work Groups and Children's Sub-Committee
- Due Diligence Process
- Discussion of New Issue Priorities for WNY
- Development of Additional Work Groups





Election of Community Co-Chair



- Election to this seat requires you to seriously consider changing your last name to O'Brien (precedent has been set).
- It also entitles you to attend 1-2 (or maybe more!) fun filled days in Albany meeting with state representatives of the "O" agencies. And maybe a retreat or two with the coordinators . . .
- Participate in WNY RPC Kitchen Cabinet
- Work with Mark & Margaret on developing agenda for board meetings
- Chair meetings as needed and assist with facilitation of break-out groups



Election of Community Co-Chair



- A special **Thank You!!** to Andy O'Brien for his work as our first community co-chair. Andy's insights and input into developing the WNY RPC have been invaluable – and he's a great breakfast partner!
- Kirsten Vincent has volunteered to serve as the next community co-chair.
- Any other nominations from the floor?
- Complete your ballot if we have other nominations. If not, please elect Kirsten by acclamation.



RPC Election Process – 2 or 3 years terms of service?



- We have the option of having terms of 2 or 3 years.
- If the board decides to keep terms at 2 years as stated in the original voting process we will run elections in early December. The election process will be the same as in 2016 (stakeholder meeting where eligible organizations will attend and register to vote).
- If you vote to have them 3 years we will automatically extend your term to the end of 2019. If you choose not to remain on the board for 2019 we will follow the by-laws to fill the seat.
- The by-laws have been reviewed by a coordinator Task Force and a state-wide template has been developed. We are going to request that the kitchen cabinet review and bring to the full board for review and approval at the next board meeting.



Updates from State Partners

- Dana Brown – OCFS
- Jerry Puma – OASAS
- Chris Doherty-Smith – OMH
- Chris Marcello – OMH Data



HARP/Health Home/HCBS Data

Western RPC Board Meeting

May 9, 2018

HARP Enrollment with Capitation Paid as of Apr. 02, 2018		
Row Labels	Count of Recip. By Region	Percentage by RPC Region
NYC	59,637	59.1%
ROS	45,874	43.2%
Capital	3,722	3.5%
Central	6,047	5.7%
Finger Lakes	9,080	8.5%
Long Island	6,364	6.0%
Mid-Hudson	6,407	6.1%
Mohawk Valley	1,257	1.2%
North Country	1,454	1.4%
Southern Tier	2,112	2.0%
Tug-Hill	1,471	1.4%
Western	<u>7,900</u>	<u>7.4%</u>
(blank)	721	0.7%
Grand Total	100,232	100.0%

17% of Rest of State



73,232

64%

37%

50%

92%

43%

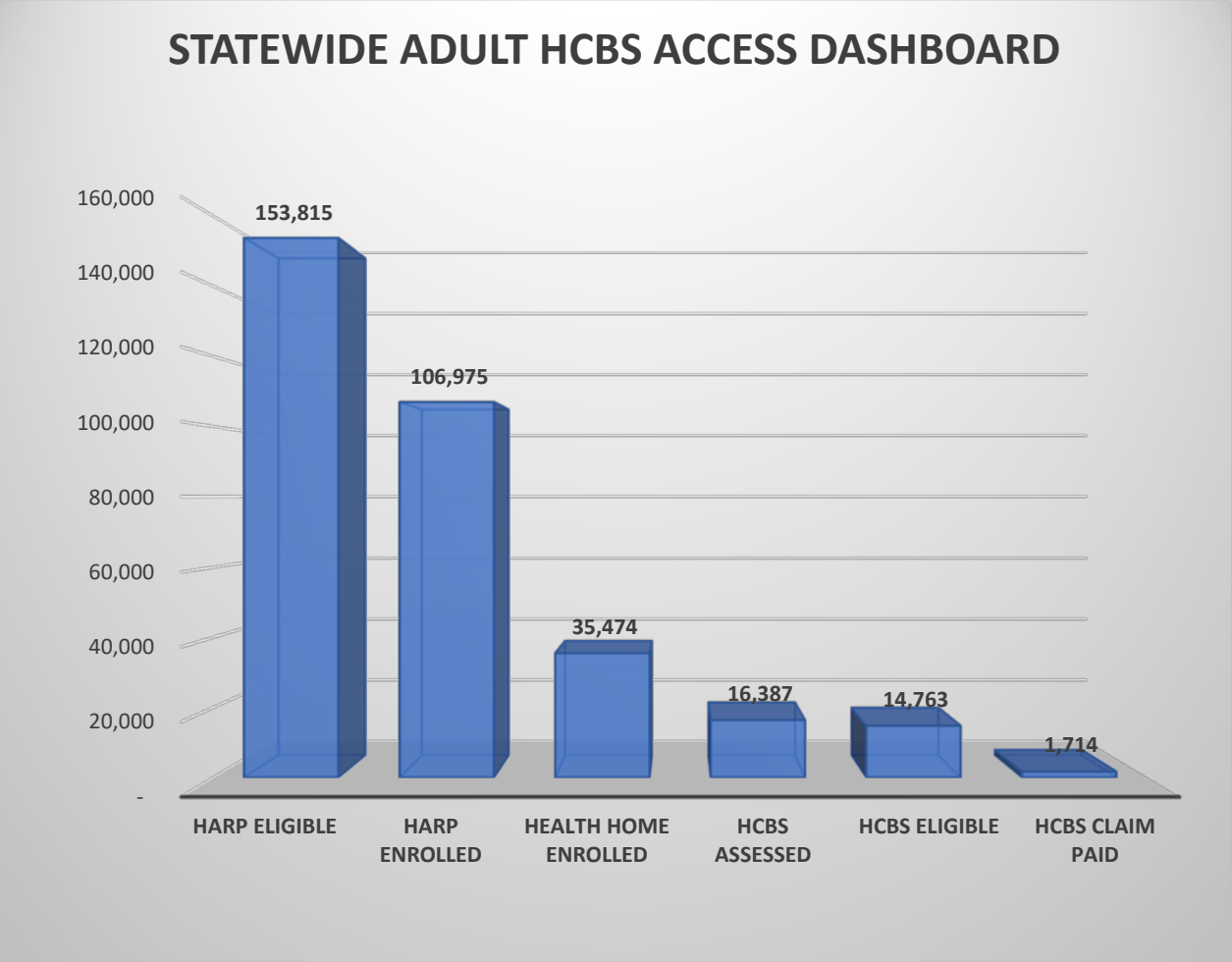
18%

12%

****18% of HARP enrolled individuals received an HCBS assessment.**

Source: MDW, UAS & MCOs reported Data. Update Date: 3/20/2018. All metrics in this dashboard are count of unique recipients.

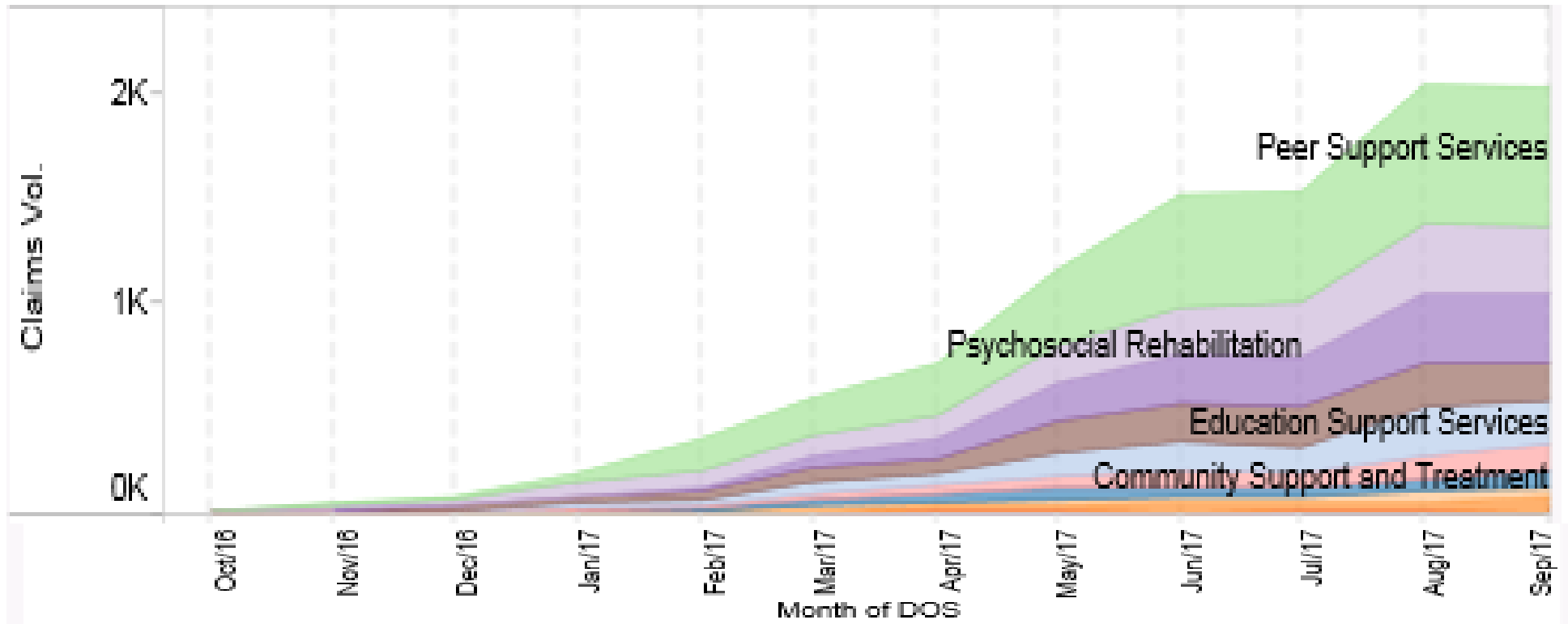
HARP/Health Home/HCBS Eligibility & Access



- 70% HARP Enrolled
- 33% HH Enrolled
- 46% HCBS Assessed
- 90% HCBS Eligible
- 12% HCBS Claims Pd.

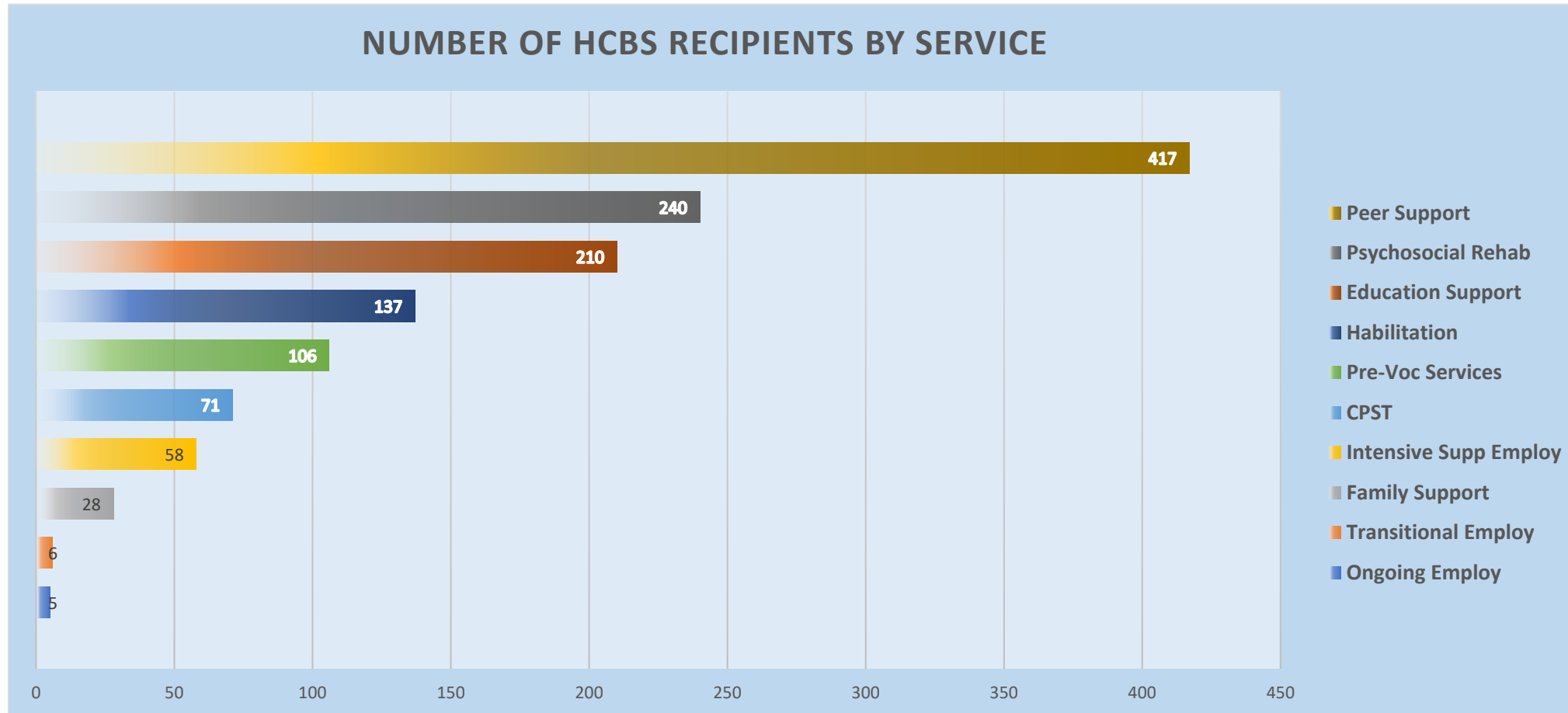
Plenty of volume for continued growth.

HCBS Claims/Encounters Trend (ROS)



Source: MDW, Update Date: 3/20/2018

Number of HCBS Recipients by Service (Rest of State)



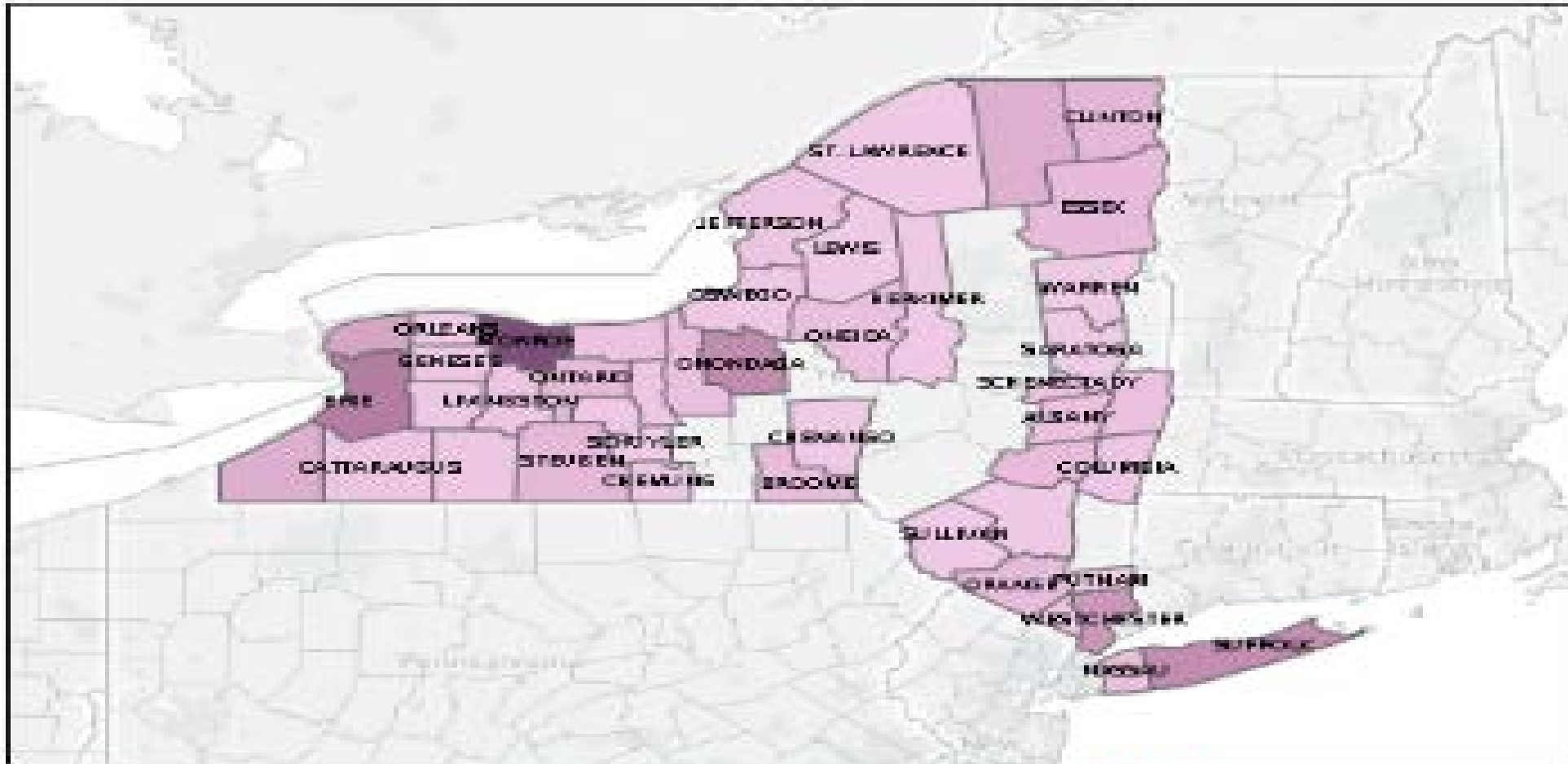
Source: MDW, Update Date: 3/20/2018

HCBS Access Data by County Fiscal Responsibility

(as of March 22, 2018)

County	HARP Eligible	HARP Enrolled	% HARP Enrolled	Health Home Enrolled	% HH Enrolled	HCBS Assessed	% HCBS Assessed	HCBS Eligible	% HCBS Eligible	HCBS Claimed	% HCBS Claimed
ALLEGANY	382	188	49%	62	33%	28	45%	27	96%	5	19%
CATTARAUGUS	731	314	43%	91	29%	48	53%	47	98%	11	23%
CHAUTAUQUA	1,561	986	63%	359	36%	183	51%	176	96%	37	21%
ERIE	8,144	4,960	61%	2,265	46%	1,050	46%	985	94%	98	10%
GENESEE	412	227	55%	47	21%	31	66%	31	100%	5	16%
NIAGARA	2,124	1,251	59%	688	55%	366	53%	341	93%	51	15%
ORLEANS	273	161	59%	31	19%	21	68%	19	90%	1	5%
WYOMING	173	72	42%	30	42%	31	103%	31	100%	5	16%
WESTERN	13,800	8,159	59%	3,573	44%	1,758	49%	1,657	94%	213	13%
Statewide	153,815	106,975	70%	35,474	33%	16,387	46%	14,763	90%	1714	12%

Recipients Geographic Distribution, Region: **ROS**

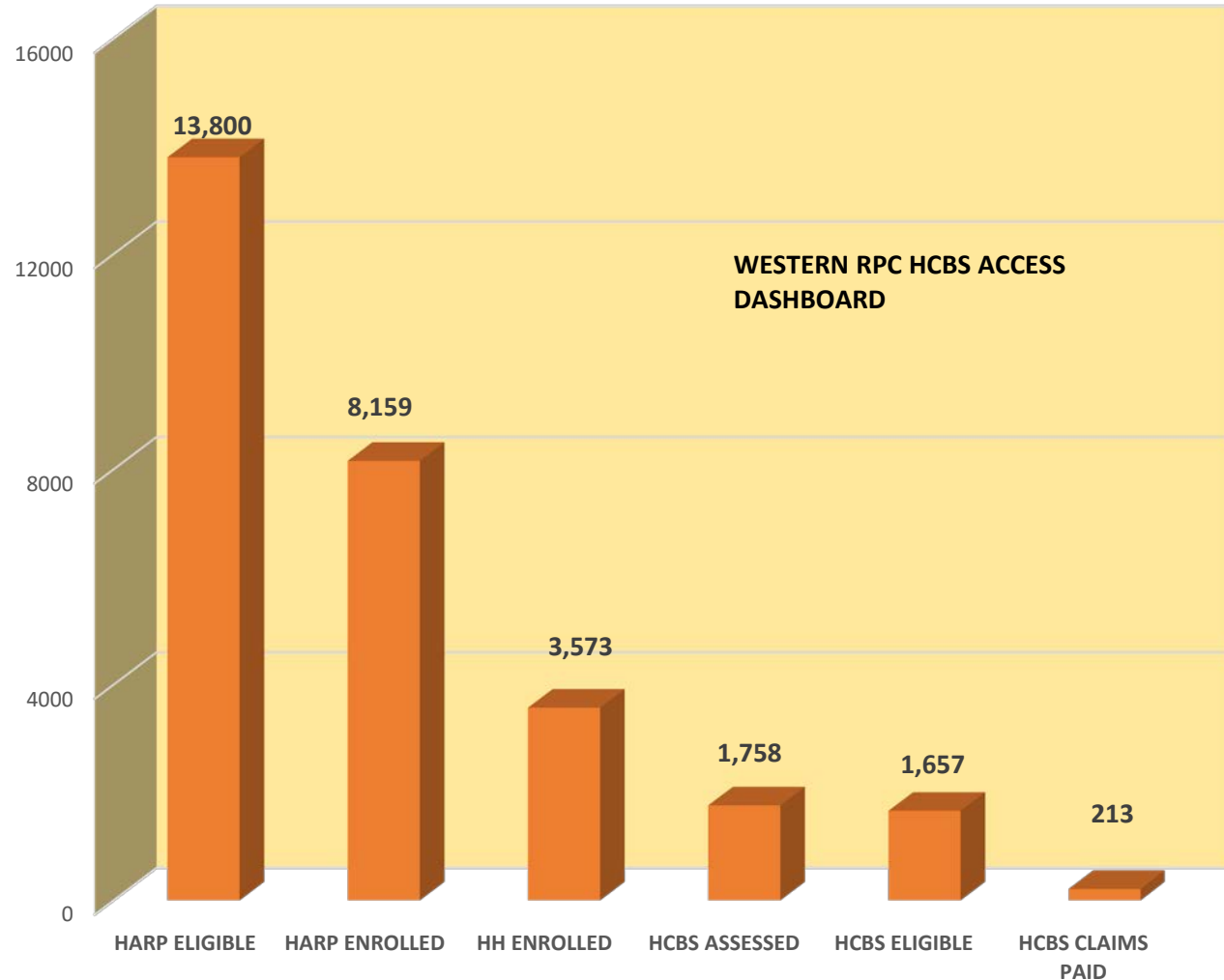


Claims/Encounters Trend, Region: **ROS**

HARP/HH/HCBS Enrollment Growth *December 29, 2017 – March 20, 2018*

County	% HARP Eligible	HARP Enrolled %	% HH Enrolled	% HCBS Assessed	% HCBS Eligible
ALLEGANY	-2%	1%	2%	0%	0%
CATTARAUGUS	-2%	3%	5%	0%	4%
CHAUTAUQUA	-3%	1%	1%	-1%	5%
ERIE	-2%	2%	8%	11%	16%
GENESEE	-5%	-1%	-10%	-3%	-3%
NIAGARA	-2%	2%	3%	2%	12%
ORLEANS	-4%	1%	-16%	-13%	-10%
WYOMING	-1%	7%	11%	24%	24%
WESTERN	-2%	2%	6%	7%	13%
Statewide	-6%	2%	1%	6%	13%

Plenty of volume for continued growth.



OF HARP ELIGIBLE...

59% HARP Enrolled

26% HH Enrolled

13% HCBS Assessed

12% HCBS Eligible

2% HCBS Claims Paid



Updates from Board Members & Key Partners



- Kirsten Vincent/Michelle Scheib on Living Room Program
- Ellery Reaves on Integrity Network
- Anne Constantino on Value Network
- Additional Updates from Board Members



Work Group/Sub-Committee Updates

- Anne Constantino on Progress with State Issue re 820 redesign
- Bruce Nisbet & Michelle Scheib on HCBS/HH Workgroup
- Kirsten Vincent on Workforce Group
- Margaret Varga on Data Group (or lack thereof)
- Vicki McCarthy on Children's Sub-committee

**blah,
Whatever,
blah, blah, blah.**





And now onto the fun part of our program . . .



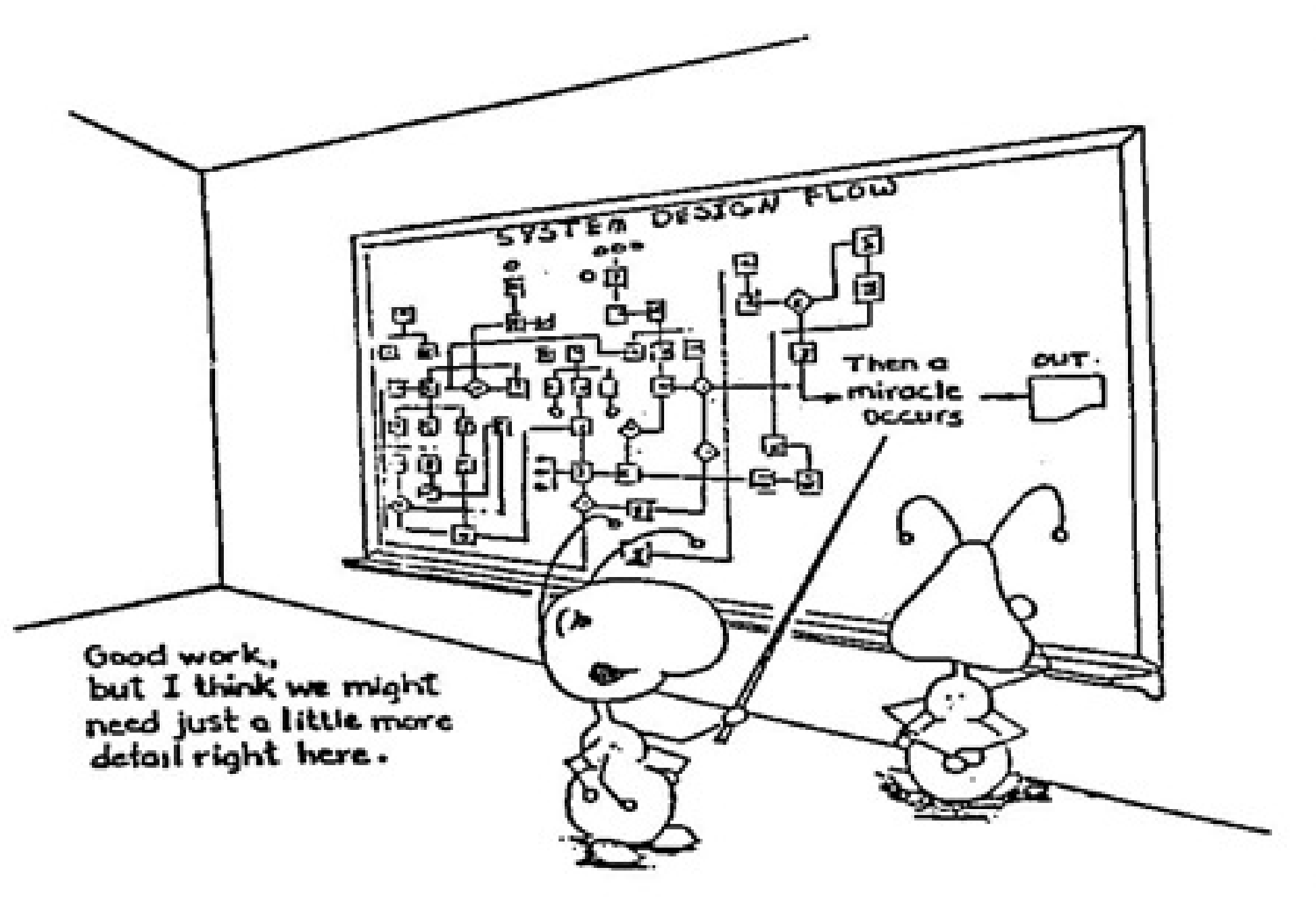
RPC Due Diligence for Boards and Workgroups

Due Diligence is a thoughtful and intentional approach that requires a curious mindset and two simultaneous processes:

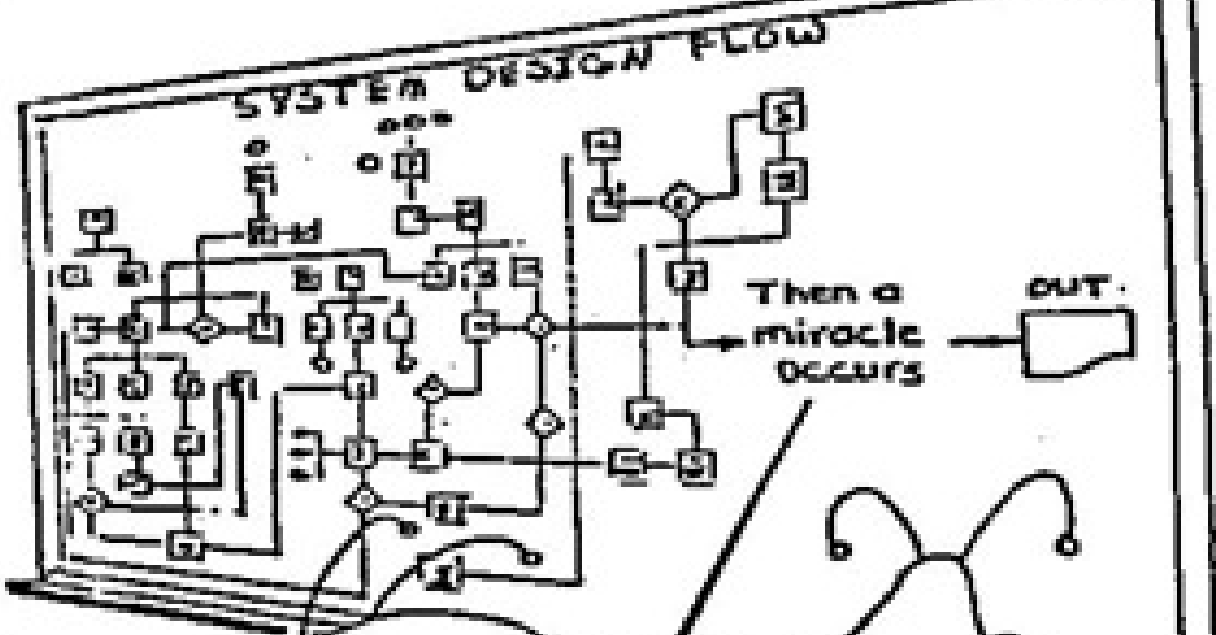
1. Investigation of the information
2. Evaluation of the information

RPC inquiry – **what do we know** (investigation and evaluation) and **what do we do with what we know** (problem solving and ideas)?

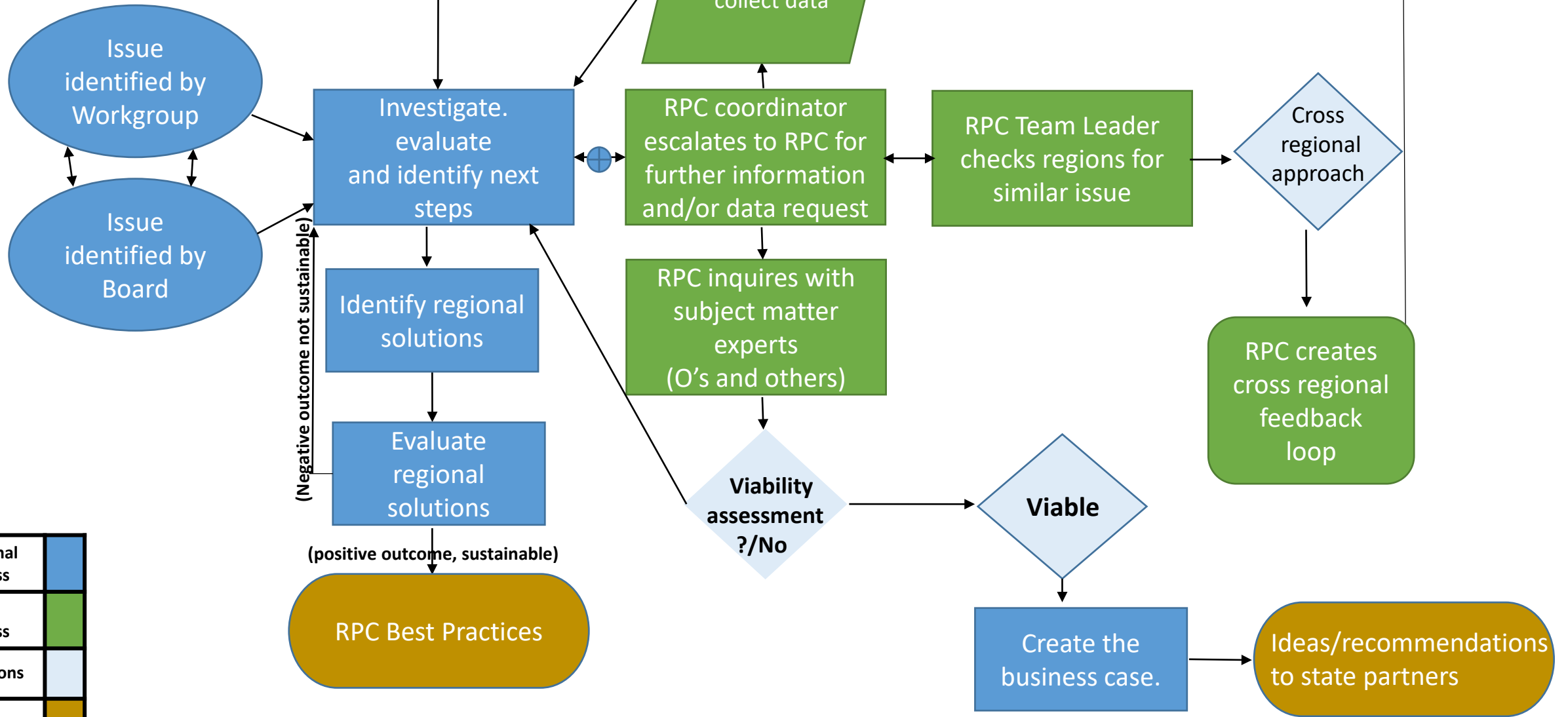
1. How does this issue impact the client and our service goals?
2. What stakeholders own the issue and how does the issue vary among stake holder groups?
3. Is the issue actually the issue or is there something else driving it? What? (repeat this until you get to the root issue)
4. What attempts have been made to remediate the issue? What aspects failed and what aspects worked? Why?
5. What aspects of the issue are within the control of the presenting stakeholders and what's out of their control?
6. For the areas out of stakeholder control; who owns control?
7. For the owner of control, what, if anything, is being done to address the root issue?
8. Does not addressing the issue create risk? How?
9. What is the viability (the ability/willingness of the state or federal government to take action) of this issue – i.e. is it actionable?
10. What are our recommendations (more than one is preferable) and how can we prove/demonstrate our ideas/recommendations will address the concern sustainably and better serve clients?



Good work,
but I think we might
need just a little more
detail right here.



RPC Due Diligence Process Flow



Regional process	Blue
RPC process	Green
Decisions	Light Blue
Outcomes	Brown/Gold



RPC Strategic Initiative - 2018



- **RPC 2018 Vision:**

- View issues through the lens of client first, then consider everything else.
- Rebalance the RPC approach to intensive inquiry, problem-solving and specific actionable recommendations.
- Recalibrate RPC operations to cross-regional collaboration and planning while simultaneously recognizing the unique temperaments and needs of each region.
- Shift to a proactive, engaged, in-depth communication with our state partners.



View issues through the lens of client first,
then consider everything else.

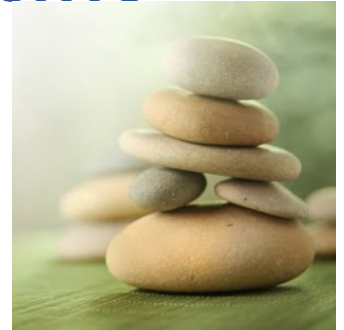
BASELINE Question for every issue:

*How does our inquiry/response/action enhance
quality of services and quality of life
for our clients and their families?*





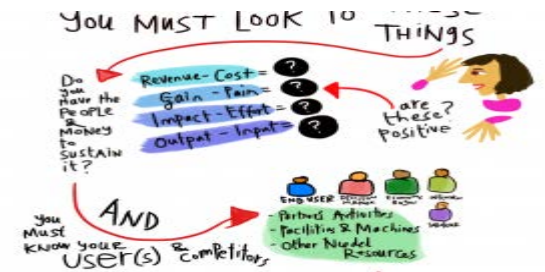
Rebalance the RPC approach to intensive inquiry, problem-solving and specific actionable recommendations.



- **Empowerment:** Examine what we can do first; regionally and state-wide.
- **Due Diligence:** Be accountable for our words, rigorously test and research our identified issues, thoroughly investigate viability and wherever possible, offer multiple recommendations/ideas. (see next 2 slides)
- **Accomplishment:** What are we doing that makes a difference and how do we know it makes a difference? What best practices have been identified?
- **Capitalize on our subject matter expertise:** Identify our resources both internally and outside connections to guide our decision-making.



Viability – moving forward with a recommendation or solution to the state partners . . . or not?



- Can we connect the recommendations to the goals of Medicaid Managed Care?
- Can this recommendation or solution be implemented regionally? How and if not, why not?
- Is the recommendation something that NYS can implement, does it involve the federal government?
- What does the state or federal government need to do to be able to implement the recommendation?
 - If federal government, what's the potential for implementation/change?
- Are the state partners already working on a solution for the identified issue? Do we have additional input to their solution?
- Can we demonstrate the recommendation or solution will achieve the desired outcome?
- Is the recommendation/outcome cost-effective? How?



Shift to a proactive, engaged, in-depth communication with our state partners.



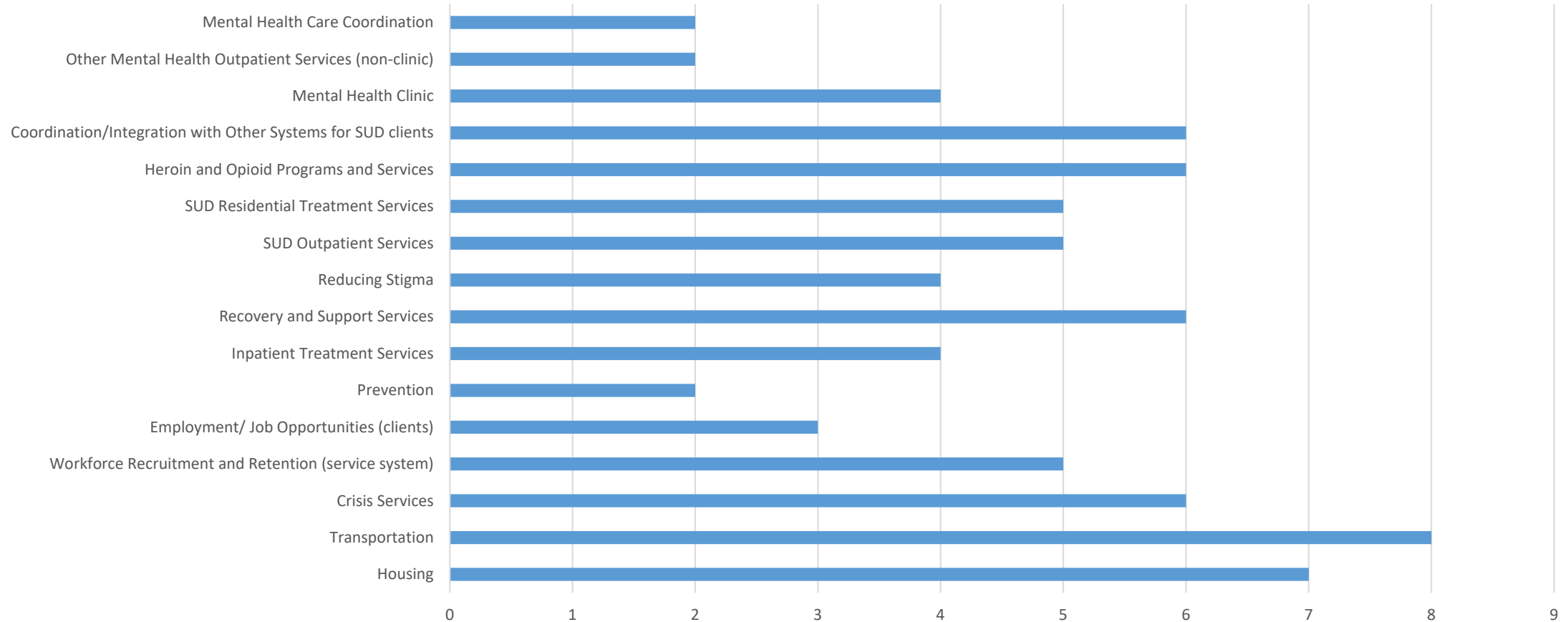
- **Co-create processes, solutions, ideas**
 - Create a living document in a drop box that outlines what we are seeing, working on, resolving and where we are stuck.
 - RPC members can add comments, questions and ideas
 - State partners can add comments, questions and ideas
- **Experiment with communications/meeting formats, debrief our experiences, create feedback loops and implement improvements.**
- **Anticipate, escalate, research and address issues in real time as a continuous process rather than as a build up to the bi-annual chairs meetings.**
- **Reduce number of issues, increase depth of discussion and reformat meetings to increase synergy with state partners.**
- **Consider moving the chairs meeting to a phase one/phase two approach.**
 - Phase one: presentation and discussion on issues culminating in two task lists; one for the RPC and one for the state partners
 - Phase two: Mutual accountability report out and dialogue on what we have accomplished on our mutual task lists – identify successes, identify next steps



Questions and Discussion



Areas of Concern Identified in 2018 LGU Plans

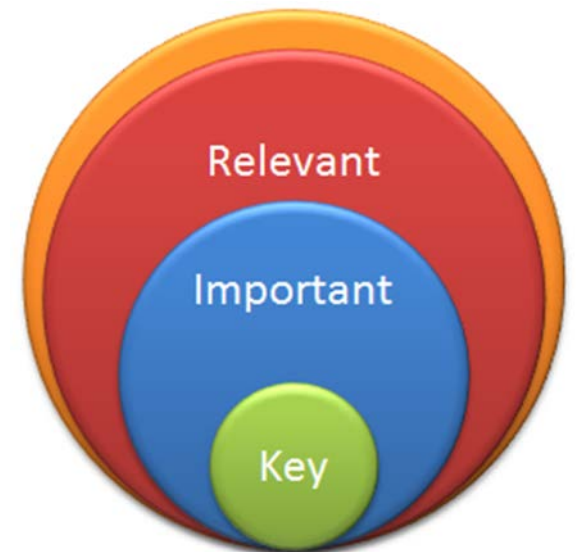




Key Areas Identified in 2018 LGU Plans

These areas were rated as high priorities by at 50% of the counties in the WNY Region:

- Mental Health Clinic (4)
- Reducing Stigma (4)
- Inpatient Treatment Services (4)
- SUD Residential Programs (5)
- SUD Outpatient Services (5)
- *Workforce Recruitment & Retention (5)*
- Coordination/Integration with other systems for SUD clients (6)
- Heroin & Opioid Programs and Services (6)
- Recovery and Support Services (6)
- Crisis Services (6)
- *Housing (7)*
- *Transportation (8)*





Key Areas Identified in Regional Framework from February 2017

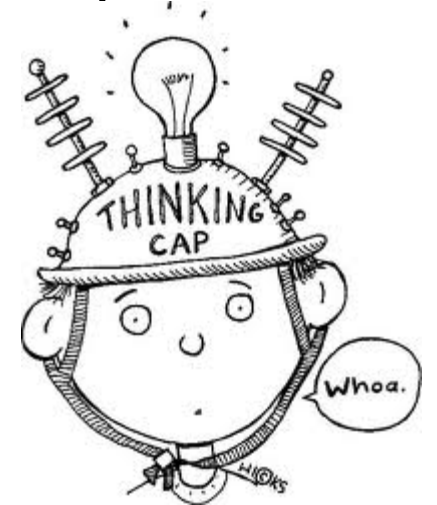
- What concerns from our regional framework do we need to address next?
- Regional Concerns: these are the categories that were developed from the list of issues raised at last year's first board meeting – the regional framework document lists the sub-issues under each category:
 - Technology/Data – **workgroup developed**
 - Transportation
 - Housing
 - Workforce – **work group developed**
 - Access/Availability of Care
 - Education
 - Integration of Primary Care & Behavioral Health





What issues/concerns in WNY do we want to examine in further depth?

- We have made progress in some of the areas that we identified during the group brainstorming session held February 2017 (see attached regional framework that was part of your board packet).
- Similar large scale issues were also identified in the 2018 LGU plans.





Since then . . .



- OMH has developed the State Designated Entity (SDE) – this (hopefully) leads to increases in numbers of individuals accessing HCBS
- Our HHH group is working on developing a Best Practices Standard for Individuals Accessing HCBS – this committee may be completing its tasks as assigned by the RPC Board. They will have this list at our next board meeting to be submitted for comment, approval, and distribution.
- The System Group working on OASAS 820 re-design is working on a pilot project in Erie County – we will hear a report during the summer to see how it is working and if this can be replicated in other counties



So now . . .



- We are going to ask voting members to choose 2 major areas that we will add to our workgroup list. **Put a sticker next to the area that you think we need to focus upon as a region.** You can choose 2 different areas or put your 2 stickers on one area if you think it is really important!
- We will ask a board member to serve as the “lead” for each new work group identified.
- After we identify the two (2) focus areas we will divide into two groups (you join the area that you are most interested in) and brainstorm on the major research & planning question under that area. This could be something like “Consumers identify that they cannot access social and recreational activities in rural areas due to lack of transportation options.”
- The people who then are involved in the workgroup will take this and work on researching, collecting data, and formulating local and regional solutions/recommendations. We will see what we can implement, what the barriers are to implementation, and if we need to advocate for changes in local/state regulations or development of new programs/funding resources. The group may decide to expand the research question or add additional areas of study.



Furthering the Peer Voice

- The NYS RPC has a new mailbox for consumers to submit input, concerns, and/or information:

RPC@clmhd.org

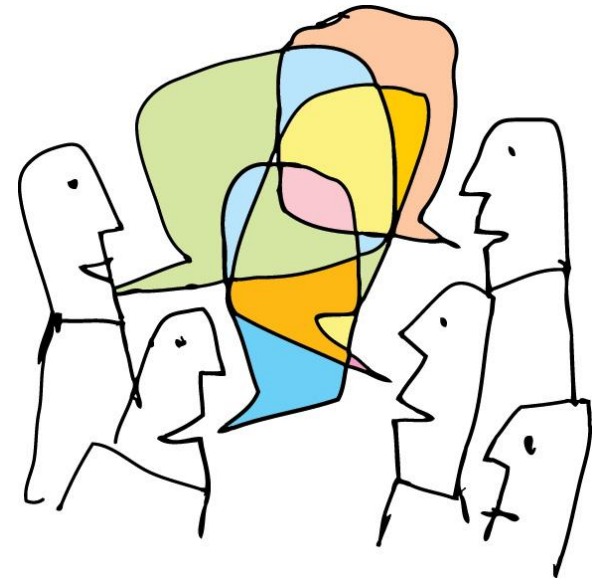
Or

518-462-9422

Or

www.clmhd.org/rpc - and follow the tabs!

Please share this with your consumer advisory boards!!!





Next Meeting



- Is the Board open to moving our next meeting to August 8th? This gives us the opportunity to hear about what the work groups are doing and request any additional information in time to more fully develop issues/concerns that we want to send to the next state co-chairs meeting. This board meeting will be held in the Southern Tier.
- Is the Board open to moving the 4th quarter meeting to the week of November 25th? This is the week after Thanksgiving – we are hoping to avoid bad weather and conflicting with December holidays. This board meeting will be held in Batavia.
- There is a lot on our agendas – we often do not have a chance to complete discussions. What would be the best way to keep updated on RPC, regional, state issues? Newsletter? Monthly communication?

**"That's
all
folks!"**

