



REGIONAL PLANNING CONSORTIUM
CNY RPC 3rd Quarter Board Meeting
September 16th at 10 am to 12 pm
OneGroup Center
706 N. Clinton Street, Syracuse NY

- 10:00 am Introductions/Approval of May 2019 Minutes (*Motion Requested*)
- 10:05 am BHCC Lead Presentation: Helio Health
- 10:35 am What's Going On?: Current Regional Initiatives
- 10:50 am Review 2019 CNY RPC Issues
- 11:20 am State Co-Chairs Meeting Discussion
- 11:50 am RPC Updates- October Elections Meeting
- 12:00 pm Adjourn (*Motion Requested*)
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Important Dates to Remember:

- HARP/HCBS Workgroup: September 18th 2019 from 10 am to 11 am at CNYCC
- Supervisor Townhall Event: September 20th 2019 from 10 am to 12 pm at Liberty Resources
- Workforce Development Group: September 27th 2019 from 10 am to 12 pm at Liberty Resources
- Children and Families Subcommittee: October 7th 2019 from 10 am to 12 pm at OneGroup Center
- **CNY RPC Stakeholder Elections Meeting: October 10th from 10 am to 11:30 am at the Holiday Inn***
- Care Management Roundtable: October 17th 2019 from 10 am to 11:30 am at Liberty Resources
- Annual HCBS Networking Event: November 1st from 10 am to 12 pm at the Holiday Inn

Those considering reelection must attend the October 10th meeting

2019 Board Meeting Dates (*Calendar invites will be updated*)

1. December 9th 2019 from 10 am to 12 pm at Holiday Inn in Liverpool

2020 Board Meeting Dates (*Calendar invites will be sent out after elections*)

1. February 3rd 2020 from 10 am to 12 pm
2. May 4th 2020 from 10 am to 12 pm
3. September 14th 2020 from 10 am to 12 pm
4. December 7th 2020 from 10 am to 12 pm

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Board meeting minutes are approved at the next quarter board meeting



What Work Is Being Done? Current Regional Initiatives by Workgroup/Subcommittee

- **HARP/HCBS/Health Home Workgroup:**
 - Care Manager Townhall Event
 - Care Manager Preparedness Survey
 - HCBS Panel Event
 - Annual HCBS Networking Event
- **Workforce Development Group:**
 - Behavioral Health Benefits Surveys
- **Children and Families Subcommittee:**
 - SPOA Google Document
 - SPOA "Business Cards"
- **Care Manager Roundtable (*new*):**
 - Training Series: Trauma Informed Care, Crisis Intervention, Personal Safety
- **VBP Workgroup:**
 - Bi monthly newsletters

Current State Issues for the CNY Region

1. Primary Care Providers are reluctant to learn about Health Homes and HCBS services, which creates a gap in patient care coordination
 - a. **What Has Been Done:** Health Homes and CMAs have partnered in their attempts to connect with PCPs, Health Homes and CMAs have left information at PCPs front desks and waiting rooms, Health Homes and CMAs are looking to present information to first-year residents at local hospital during their summer orientation, We are looking to collect information around the PCPs pain points"" and how Health Homes/CMAs can assist with that.
 - b. **Recommendations:** We are recommending that the State assist PCPs with getting involved with Project TEACH. We are recommending that the State give more information around any regulations that may require PCPs to partner with Health Homes/CMAs. We are recommending that local providers create a shared source of information to disperse to PCPs to ensure a standardized message. We are recommending that Health Homes and HCBS providers collaborate around developing information for PCPs
 - c. **Expected Impact:** These recommendation would help foster better connections between behavioral health providers and primary care providers. PCPs should be aware of the benefits of a Health Home and HCBS services so to refer the appropriate clients. Building this connection ensures a better continuum of care.
 - d. **Current Status:** Parking Lot

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2. There is a critical lack of "prescribers" in the region (i.e. psychiatrists, psychologists) and providers are now noticing a shortage in "mid-level" prescribers such as, psychiatric nurse practitioners, leaving mental health clinics without a way to diagnosis and prescribe medications to clients.
 - a. **What Has Been Done:** We created a small task force to address this issue, that will be expanded to a regional work group to further the discussion, We continue to have discussions with State partners around the criteria needed for Physician Assistants to work in Article 31 clinics, We've fostered connections with Department of Labor for understanding local data around estimated projections of certain job titles, We identified Board Certified Psychiatric Pharmacists (BCPPs) as a potential resource to fill need
 - b. **Recommendations:** We are recommending that the State develop criteria/requirements that PAs need to work in Article 31 clinics, We are recommending a discussion around the State's views on utilizing BCPPs in NYS
 - c. **Expected Impact:** Discussions within workgroups show providers are confused on the Commissioners Waiver Part 599 process. Further clarification would be beneficial for providers, This issue was recently submitted by the Finger Lakes region for the Co-Chair meeting, and the CNY region will continue to gather information to support the submitted issue
 - d. **Status:** Referred & Parking Lot

3. Health Homes and HCBS providers are struggling to hire qualified care managers due to the educational requirements. There has been a noted increase in applicants with Associate Degrees that providers have had to turn away as they do not have the required experience or educational background. This has led to an increase in job vacancies leaving agencies to increase caseloads of existing care managers to fill the gap.
 - a. **What Has Been Done:** We have asked select providers from each county to identify educational requirements needed for a care management position, We've had discussions with Department of Labor around the various job titles related to care management, We've had discussions in workgroups around identifying average training time for a new entry-level employee, We've created a Workforce Development work group to discuss recruitment, retention, and systematic solutions for behavioral health employees, We've established a connection with the State RPC Workforce group to vet issues related to recruitment tactics for entry level employees, We've developed a Care Management sub-group to continue vetting this issue, We've partnered with local universities and our PPS to develop a proposal for a regional training collaborative for care management staff, as well as, residential staff.
 - b. **Recommendations:** We are recommending that there be unified job descriptions and job titles to less confusion for employees and agencies., We are recommending that OMH/DOH/OASAS incentivize and legitimize new and existing care management courses/certificates within local community colleges. As well as, recognize these programs and credentials in lieu of educational/training requirements for new care management staff, We are recommending that OMH expand the HARP Assessment educational requirements to include those with 5-7 years' experience, in lieu of a Bachelors

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- c. **Expected Impact:** Establishing a credentialing/certification process for Health Home care managers would allow Health Homes to hire applicants with an Associate's Degree and provide them with the appropriate training to do the HARP assessment. This certification process would foster better connections with providers and local colleges, as well as, encourage employees to go back to school to continue their education. Also, the payrate for HH Care Managers is more appropriate for those with an Associate's Degree.
- i. **UPDATE as of 6/20/19:** After much discussions with care management staff, local colleges, regional PPSs, as well as, HCBS providers, it seems there are already existing care management courses/certificate programs within local colleges. After speaking to many of the PPSs who helped pilot these programs, there was a noted drop in attendance once pilot funding ended. PPSs noted that these programs had a lot of interest from agencies and their staff. However, the continuation of funding, as well as, the utilization of the credentials has kept some agencies from sending staff. Having the State offices recognize these credentials and encourage agencies to utilize these relevant courses will be immensely beneficial for the care management staff. It's been noted that agencies would be more willing to use their training funds to send their staff to these colleges if the State would incentivize and legitimize these programs.
 - ii. **UPDATE as of 9/6/19:** After collecting much data around Care Management needs and sustainability, it seems that majority of those in the field have the necessary experience, but lack the educational background. While most Care Managers have Bachelors, there is a large number of Care Managers that do not have a degree in Health and Human Services. Expanding the HARP Assessment educational requirements would allow those with the experience in the field be hired, as well as, help existing Care Managers expand their job progression by creating a horizontal career ladder."
- d. **Status:** Open

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CNY RPC 3rd Quarter Board Meeting

Attendance

Those in Attendance: Laura Zocco (State), Beth Hurny (Key Partner), Jason Meyers (PFY), Cassandra Sheets (CBO), Lauren Wetterhahn (Key Partner), Joel Campagnola (PFY), Wil Murtough (CBO), Lisa Alford (DCS), Monika Taylor (HHSP), Katharine O'Connell (MCO), Eric Bresee (CBO), Stephanie Pestillo (MCO), Jennifer Daly (PFY), Nicole Kolmsee (DCS), Rachel Kramer (Key Partner), Patricia Berthod (PFY), Eric Stone (HHSP), Mark Thayer (DCS), Carole Hayes Collier (PFY), Colleen Klintworth (MCO), Yvette Borne (CBO), Scott Ebner (HHSP), Teisha Cook (DCS)

Those Not in Attendance: Carrie Doran (CBO), Linda Lopez (CBO), Ray Bizzari (DCS), Robin O'Brien (DCS), Tim Hammond (Key Partner), Joan Buckley-White (HHSP), Deanne Meyers-Acome (HHSP), Carly Delvecchio (PFY), Christopher Emerson (Key Partner), Leslie Ann Regan (Key Partner), Beth Rinflet-Fleming (OASAS), Donna Metz (MCO), Jennifer Earl (MCO), Debra Meyers (BHO)

Gallery Members: Penny Greene, Teresa Hargrave, Kirsten Hubel, Kim Langbart, Carrie Large, Lisa Mancini, Lori Kicinski, Emily Childress, Beth Solar, Katie Weldon, Laurie Best, Janel Powel, Nancy Kuss

Minutes

September 2019 Board meeting minutes will be approved in December 2019

Introductions/Approval of May 2019 Minutes (*Motion Requested*): Mark Thayer called the meeting to order at 10:05am. Board members completed introductions followed by guests. Motion to accept minutes Beth, seconded by gentleman next to her. No corrections.

BHCC Lead Presentation: Helio Health: Katie Welden, from Helio Health, provided presentation on CNY BHCC. Presentation materials was sent out to board members prior.

Initial measures were shared with discussion regarding how to develop a process and be able to apply to other measures (e.g. adolescent specific, social determinants of health).

Question asked regarding consumer consent for BHCC access to data – CNY BHCC is developing consent to include any and all partners. Some people present expressed concern about the amount of access to data. CNY BHCC is being slow to roll this out to make sure best consent model is followed. *Scott offered that this could be an RPC issue to review regarding various consent models.*

Question regarding peer inclusion in decision-making process. Once IPA is formed and Board of Managers created, peers will be a part of that board. Mark expressed that there are a lot of unanswered questions going through this systems change. The RPC can be the place for these discussions to occur.

The Neighborhood Center will present at the 4th quarter meeting in December. A survey will be coming out to determine if BHCCs will have a specific seat at the board.

What's Going On?: Current Regional Initiatives: Referenced materials provided above. Katie described the current discussion and initiatives going on in each workgroup/subcommittee

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Review 2019 CNY RPC Issues: Mark and Scott reviewed the current slate of regional issues with the board. The issues and descriptions are provided above.

Q: Lisa Alford asked for clarification on the SU curriculum: it would be intended for individuals currently in the workforce for agencies to send to with grant funding – care management certification. Lisa additional question regarding release time of work to complete for agencies that are already struggling.

A: Scott: could be part of training already worked into agency plan and would ultimately ease burden on agency to train or night time/online courses; advisory board will be reviewing curriculum and sustainability.

Q: Jennifer Daly: Agencies claim to not have money but these workers see the reimbursement rates. How can there not be money?

A: Scott: Administration of services is capped at 15%, fine juggling balance for administrators, need to be creative in use of resources. Nicole K. perhaps administrators could provide transparency as to where money goes. Scott: VBP and incentive-based can hopefully help with this understanding. Continued conversation regarding flexibility. Katie: a lot of this conversation was brought up in survey, agency leads and front line staff in agreement. Ongoing discussion regarding integration, access to care, focusing on higher need over lower needs challenges.

State Co-Chairs Meeting Discussion: Issue 3 provided above will be presented as an informed dialogue to the state on 10/4. Katie reviewed the slides for the State meeting with the group for feedback.

Q: Laura Z. asked if data was collected regarding vacancies due to education requirements. This is a federal requirement, state would like to see more in-depth data regarding vacancies, turnover, and associated costs, loss of clients due to shifting caseloads.

A: Katie: that will be part of the ongoing discussion in creating more understanding to support this informed dialogue. Scott asked PPS if they collect any data along this topic. They do and it would be available early next year, willing to add specific questions to provider survey.

The group voted that the current issues are up to date, Cassandra made a motion; Nicole seconded. All approved; none opposed. Current issues approved.

The group voted on adding informed consent as an active issue. Carole made a motion; Katharine seconded. All approved; none opposed. Informed consent will be added to the CNY tracker. Katie will follow up with select board members to further build this issue.

RPC Updates- October Elections Meeting: Katie reminded the group that if you/your agency want to be re-elected, you must attend 10/10. If you want to vote for who is named to the board, you must attend 10/10. The link will be resent to the group

Adjourn (*Motion Requested*): The group adjourned at 12:03 pm. Jason made a motion; Eric seconded.

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