



**REGIONAL PLANNING CONSORTIUM
CNY RPC 2nd Quarter Board Meeting**

May 6th at 10 am to 12 pm

Holiday Inn

441 Electronics Parkway, Liverpool NY

10:00 am	Introductions/Approval of February 2019 Minutes <i>(Motion Requested)</i>
10:05 am	BHCC Lead Presentation: Family Counseling Services of Cortland Co
10:25 am	Work Being Done: Current Regional Initiatives
10:45 am	Brainstorming Break Out Groups
11:15 am	Break Out Group Debrief
11:45 am	What Next?/RPC Updates
12:00 pm	Adjourn <i>(Motion Requested)</i>

Important Dates to Remember:

- 3rd Quarter Board Meeting: September 16th 2019 from 10 am to 12 pm at OneGroup Center
- HARP/HCBS Workgroup: May 17th 2019 from 10 am to 11 am at Liberty Resources
- Children and Families Subcommittee: June 12th 2019 from 10 am to 12 pm at Jewish Community Center
- Workforce Development Group: June 4th 2019 from 10 am to 12 pm at Liberty Resources
- Care Manager Town Hall Event: May 31st from 10 am to 12 pm at the Onegroup Center
- MAS Q&A Event: June 10th from 10 am to 11:30 am at the Onegroup Center
- HCBS Panel Event: July 24th from 10 am to 2 pm at the Onegroup Center

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

1. September 16th 2019 from 10 am to 12pm at Onegroup Center in Syracuse
2. December 9th 2019 from 10 am to 12 pm at Holiday Inn in Liverpool

Questions about this process can be answered by your RPC Coordinator

Katie Molanare

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

- **HARP/HCBS/Health Home Workgroup:**
 - Care Manager Town Hall Event: This event will be used to gather essential feedback on the numerous conversations being had around Care Manager recruitment/retention/training. The group will give a brief presentation followed by break out groups. Each attendee will be given an optional feedback survey with some demographic questions to start gathering data around educational background and how they heard of their current position.
 - MAS Q&A Event: This event was request by some workgroup members as many were confused on MAS policies/procedures. MAS will also be providing a brief update and training on their new online scheduling system.
 - HCBS Panel & Training Event: The group holds an annual networking event every fall. With that said, there have been many requests to have a more intimate event where care managers can as providers direct questions. In addition, this event will have a brief OMH training session on the HCBS process.
 - "Drop off" Tracker: The group was provided with the same OMH data presentation given to the board in February. In an attempt to understand why consumers are dropping out of the HCBS process before receiving services, the group has created a tracker. This will be sent to HCBS providers and Health Homes/CMAs.
- **Workforce Development Group:**
 - Loan Forgiveness: The group has decided to create a Loan Forgiveness survey for providers, in order to, better understand who is providing this incentive to employees. The hope is find a few providers who have gone through the application process and can educate/train other providers.
 - Training Collaborative: This group is working with Syracuse University and CNYCC to develop a training collaborative pilot for care coordination/residential staff.
 - "Ticket to Work:" The "Ticket to Work" initiative has been underutilized. The group discussed possibly holding an event to educate providers.
- **Children and Families Subcommittee:**
 - Family Focused Brochure: The group felt the new State CFTSS Brochure was too provider-focused. The group created a regional family focused brochure that highlights the three new Medicaid services, with all OMH designated providers in the CNY region. The brochure also includes CNY211 and all C-SPOA Coordinator contact information.
 - Family/Provider Surveys: The group created a family and provider survey to gather information around the current transition, as well as, best practices. The survey was circulated for 6 months and the group is currently looking at next steps.



Break Out Group Notes

The purpose of the break out groups is to continue our past discussions around regional issues. The current issues proposed have been referred to our workgroups and continue to be discussed on a monthly basis. To continue the RPC process, the board will be divided into 5 break out groups to discuss more in depth various topics to try and identify any additional issues. You'll notice a sticker on your name tent. This sticker corresponds with a topic. Each group will be facilitated by a DCS/RPC staff member. Below you will see the 5 topics with corresponding sticker colors/facilitators.

1. **BH/Clinical Integration**- BLUE
2. **Workforce**- RED
3. **Value Based Payments**- GREEN
4. **Other Regional Topics** (Transportation/Housing/In Lieu of Services)- YELLOW
5. **Open Forum**- SILVER

Please identify a SCRIBE for your group to take notes. These notes will be submitted to Katie Molanare to compile.

The group will break into groups for 30 minutes to discuss the above issues. We will reconvene afterwards to hear from each group. The facilitator will report out on the groups discussion.

After the meeting, Katie will compile the notes and discussion and send out to the group to prioritize any additional issues.

Please remember during the break out sessions to keep an open mind and to also be action-orientated with your solutions. We are continuing to use the "Due Diligence" process to vet the issues.

You can use the remaining page for notes:



CNY RPC Board Meeting Attendance/Minutes

May 6th 2019 at 10 am to 12 pm
Holiday Inn in Liverpool NY

Board Member Attendance:

Mark Thayer (DCS), Scott Ebner (HHSP), Joan Buckley White (HHSP), Joel Campagnola (PFY), Carol Hayes Collier (PFY), Colleen Klintworth (MCO), Tim Hammond (KP), Eric Stone (HHSP), Jason 'Wally' Meyers (PFY), Cassandra Sheets (CBO), Monika Taylor (HHSP), Carrie Doran (CBO), Eric Bresee (CBO), Deanne Meyers-Acome (HHSP), Jennifer Daly (PFY), Rachel Kramer (KP), Laura Zocco (OMH), Beth Hurny (KP), Wil Murtaugh (CBO), Lauren Wetterhahn (KP), Robin O'Brien (DCS), Donna Metz (MCO), Leslie Ann Regan (KP)

Gallery Attendance:

George Blakeslee, Dyana Morrow, Danielle O'Brien, Aaron Pascale, Lisa Tanner, Cathy Hoehn, Carol Tyler, Lisa Hoeschele, Melissa Vargas, Emily Childress, Beverley Burton, Mat Roosa, Matt Spitzmueller

Board Members Not in Attendance:

Ute Gallert (HHSP), Stephanie Pestillo (MCO), Patricia Berthod (PFY), Linda Lopez (CBO), Christopher Emerson (KP), Jennifer Earl (MCO), Yvette Borne (CBO), Debra Meyer (BHO), Katharine O'Connell (MCO), Lisa Alford (DCS), Raymond Bizzari (DCS), Nicole Kolmsee (DCS), Teisha Cook (DCS), Richard Jobin (OCFS), Carly Delveccio (PFY).

Minutes

Introductions/Approval of February 2019 Minutes (*Motion Requested*)

10:08 Mark Thayer called meeting to order. No quorum to approve Q1 meetings. Introductions were made.

BHCC Lead Presentation: Family Counseling Services of Cortland Co

Family Counseling Services of Cortland Co was the first BHCC lead to present to the board. Below are some notes and questions regarding the presentation. Slides are available upon request.

- 30+ partners in 8 counties
- **Barriers:** acquisition of data platform for real-time alerts, still "too small" to negotiate rates with Fidelis (largest MCO in region served), consumer engagement at various levels, network-wide training documents, network assessment involving individual agency infrastructure, establishing quality target indicators (gained MCO feedback when possible in preparation for VBP)
- Q1: In what ways can the RPC support BHCC process?



- A1: Varying levels of knowledge and information that are brought to the table. Serve as a platform for HSP and BH providers to get together and combine knowledge. Voice to state level for clarification on expectations of BHCC role in VBP system.
- Intersectionality of population served (BH, Medical, Housing, transport) a lot of platforms that exist are too siloed to serve these clients well – creating an environment for multifaceted conversations
- Utilizing same language among all platforms
- Q2: (to whole group and presenters) VBP subcommittee - what would help you participate in education and improving understanding of what is happening in the healthcare environment as we shift to VBP?
 - A2: Engage customers/stop using acronyms; create a glossary e.g. quality metrics, include customers in every aspect of design
- Q3: DSRIP/Social Determinants of Health: Why did you choose your metrics from PSYCKES as opposed to quality indicators that are already established by MCOs?
 - A3: Because they don't want to tell us what they are using to measure our success.
- Q3a: They do have those quality indicators available for Medicaid Managed Care. They are established in their systems.
 - A3a: From a statewide perspective, we do not know what will be used to measure our success. We are working hard to get better information.
 - There are measures published every year. They do change with specific hospital systems. There is nothing hidden in the options within Annual Measure Sets.
 - There are 33 measures and we can't impact all of them. What can we have an impact on? We need to narrow down to 3-5.
 - Use data collection and bring those to the MCO. Solidify your information and bring it to the MCO.
 - PSYCKES allows BHCCs to act as if VBP is in place and see if network can affect things that increase health and decrease barriers.
 - PSYCKES data was available and what they had to work with at the time. These are the metrics that we are tracking with data that is currently available. These metrics were developed with assistance from PPS. Consideration was taken into what the network could implement in current state.



Work Being Done: Current Regional Initiatives

The group was updated on the current initiatives happening in the various workgroups and subcommittees. The list of initiatives are above.

Cathy, Interim Project Director gave brief update on the work being done with the State issues brought up at the last Co Chair's meeting in November.

- Regions are holding off on CFTSS educational events due to ongoing changing info
- Housing: State response OTDA meetings regionally, including DSS and OTDA, how can the systems come together
- Workforce: HRSA webinar,
- Transport: HCBS workflow with MAS, same-day transport for "urgent", pharmacy data collection
- psychiatric provider shortages: physician assistants ability to prescribe in Article 31 clinics

Brainstorming Break Out Groups

The group was separated into 5 break out groups, each pertaining to a specific topic (see above). The group convened for 30 minutes before coming back together for a debrief.

Break Out Group Debrief

Katie will collect scribe notes, combine, and develop a document to prioritize issues.

What Next?/RPC Updates

Katie gave some updates for the group.

- Elections: Stakeholders Meeting October 10th- *tentative*. Start thinking about if you would like to continue on board or have another agency member.
 - CBO/Hospital/Peer up for election then Key Partner selected
- Project Director search for RPC continues
- Note important dates on agenda: location change for Q3 meeting
 - September meeting: Helio Health BHCC presentation
- Will add BHCC leads as non-voting group in the board next term

Adjourn (*Motion Requested*)

Quorum reached by end of meeting. Mark motioned to accept minutes. Seconded by Eric S. Minutes approved. Meeting adjourned 11:49.