



## Capital Region RPC: HARP/HCBS/Health Home Ad Hoc Work Group

July 14, 2020, 1-2:30PM

**GoToMeeting Access Code: 421-622-741**

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1. **Introductions:** (Name, agency/organization, title, identify if HARP, HCBS provider/services providing, or Health Home)
  
  2. **Regional Check-In:**
    - **Current State:** Brandy K.- Check-in in to see how telehealth services are going, important for us to discuss, agencies that are re-opening, starting to offer in person services- if so, what precautions and how are they going? Any agency reopening and starting to offer in person? Lina L- Certain things from CDC have to have in place before buildings can open, community residences never closed, business/office aspects, certain guidelines, filtration systems for AC systems, back logged 8 weeks, case management staff- some sidewalk f-t-f social distancing services, been delivering food since March to doorsteps, gentle start to it, not in any rush, telehealth is fine, some struggle and try to give extra support but overall very lucky with our folks. Brandy K- RSS a lot of success in telehealth, certain programs and people struggle to connect over phone or via telehealth, want to meet in person, trying to figure out safest way to do that. Mike K- Trinity has not opened, HCBS and prevention services, some clients f-t-, meeting outside, public spaces, try to practice social distancing while meeting. Amanda P- Start to do some in person, targeting those that have had limited to no engagement with telehealth, meeting outside, not providing any transportation, park, sidewalk and staggering visits, staff can't meet with more than 2 people a day then have a 48 hour wait period until meet with another client. Tina L-S- Curious, in person are in community or outside person residence? Amana P- Yes, we are not going inside people's homes yet, staff not comfortable and respecting that. Mike K- Same, in community or outside homes. Brandy K- How are people finding it with telehealth- talked about success in past meeting and allowance moving forward, found some people are kind of getting tired of talking on phone, are others finding this? Talked with staff about how to engage people, not just us calling, all their other providers calling as well, presents another challenge. Anyone else want to share their experience with telehealth before we move on?
    - **Survey Discussion:** Colleen- Discussed history and survey being presented to C&F and could be molded to HCBS services, develop survey that captures who is providing services, waitlists, referral person for agency then give to providers, possibly on quarterly basis, based on results can do more or less frequent. Asking for feedback about what else the group would also want to be included to address this ongoing need in our region and how we want to move forward to address it. Can tweak and change as we get our wheels going, become quicker and easier over time and allow data tracking. Helpful or just more on your plate, are you willing to participate? Amanda P- Great, especially if connected to when we are holding a meeting, address struggle around what is their capacity, what services are they providing, accepting referrals for, etc. Colleen- Any other input or additional information we would want to see? Amy P- Definitely something that could capture specific service categories, times we can accept referrals in certain categories but not others. Colleen- Would be broken down by service for agencies that offer multiple services, can be broken down what waitlist is for each service, which is open, etc. do we want to include other questions or gather other data? Amanda P- Came from recent concerns from care coordinators struggling with making referrals, any who would like to share what may be useful for them? Colleen- Please feel free to send any suggestions that you may have through email, survey will be developed and reviewed by Brandy and myself and then sent out to the group, do one see how it goes and reassess at next meeting, is it helpful or not.
  
  3. **Transition to ARS:**

- **Public Comments & Feedback:** Colleen- Open for public comments through 7/17, open floor for discussion, can compile list and submit on workgroups behalf, comments, concerns, anything want to note regarding this transition. Any comments about the announcement of the transition, consolidation of services, what authorization or referral process may look like? We don't have much information but we can discuss thoughts- do we think this will work better/worse? Jaqueline P- Still new, but is care coordinator role going to be removed from this process now? Care coordinators will not have any part in this anymore? Brandy K- Not fully removed, but it could be any provided, makes sense in some case still may be Care coordinators but could be housing counselor, PROS clinician, based on PowerPoints I've seen looks like try to make it easier and make care manager less of role in linkage to services. Jaqueline P- Education component of this? Took a long time for care coordinators to learn process to make referral, how are other providers going to be educated on how to make referrals, unsure if this discussion has started? Brandy K- OMH do you have any more insight on this- I don't have any but know RSS had workshops, presentations, meeting just to get care managers educated don't know what it will look like now, think goal is its no as intense of a process, assessment, follow up, plan of care, another assessment, but haven't heard any plan of how we are planning on educating them. Jaqueline P- Took time for care managers to get educated on work flow and what HARP services were and meant and what HCBS services are, still in our community there are therapist and many people that still don't quite understand the services, just thinking we make the referral process easier but how will it get started, maybe don't know answers but start asking some of those questions. Amanda P- Webinars from OMH seems similar PROS roll out, can make referrals like PROS, similar process for community and provider education happening. Tina L-S- Still too early to say but definitely training and reorienting current providers and everyone to this transitions, on our mind at OMH, there will be trainings but we ourselves don't know what that would look like and we are not involved in any trainings, could on your end get together and compile a list of what you think should be included in these trainings and email to adult hcbs inbox and CC Tina, as soon as trainings come out you will know. Still waiting for CMS approval, hoping they find it to be a good plan we put forth. Brandy K- Would say these are questions that everyone is going to have so unsure if worth submitting but just what would referral process look like, how will coordination with MCO be, how will services be authorized, I don't know if its worth asking because they know these are questions that have to be answered. Amy P- For me one thing that does seem appealing, looks like they are proposing those that are in excluded settings now may be eligible in the future for these services, seems like a benefit.

4. **Other Updates:** Future Meetings & Open Floor: Colleen- Any response to school re-opening, guidelines, any feedback, concerns, information that they want to share or say regarding this? Just happened yesterday so wanted to just put it out there for discussion. Amanda P- Fully preparing to be home doing school in fall, sit on sons school committee, what schools are being asked to do and have to demonstrate to re-open, so many moving pieces and challenges with younger and older children, will greatly impact our workforce, plans coming out doesn't look like any district is prepared to be back in person based on space, same issue for a lot of the people we serve, will have children at home and balancing, navigating all of this. Richelle S- Set any standard guidelines for infection control or anything for kids to return yet? Haven't seen anything, saw videos from other countries and we are nowhere ready to do those things but just curious if anything has been released, September isn't that far away. Amanda P- Dept. of Ed/ Board of Regents put out a few standards in the last 48 hours, Full plans due to governor by 31<sup>st</sup> then decision will be made almost middle of August, very tight window for everyone, for school districts to enact plan, most districts submitting 3 plans- complete in person, hybrid and completely at home, contingencies for rates, possible future closures, tricky balance for schools along with having to meet standards and executive order, very narrow edge to be on based on guidelines, BOCES have put out a lot of good information for districts and parents. Colleen- Know any other staff or agencies that could be of benefit, please email me, want to make sure we aren't missing anyone that could bring value or get value. Also, if you are interested in participating in a workgroup for the survey development please email me, we would appreciate it to further develop this.

5. **Success Story:** Review any success stories within the work group: Amanda P- We had a client able to get learners permit, only open DMV in 3 hour area, it was a lot for someone to do, just to get to DMV and get appointment was a struggle but able to get learners permit.

**PLEASE NOTE: ALL SCHEDULED DATES THROUGH 7/31/2020 WILL BE HELD VIA GO TO MEETING**

**Upcoming Meetings – 2020 Schedule**

**Location:**

Unity House  
2431 6th Ave.  
Troy NY 12180

**Dates:**

March 10<sup>th</sup> 1pm-3pm

April 16<sup>th</sup> 2pm-3pm GoToMeeting

April 30<sup>th</sup>, 2pm-3pm GoToMeeting

May 12<sup>th</sup>, 1pm-3pm

July 14<sup>th</sup>, 1pm-2:30pm

September 8<sup>th</sup>, 1pm- 3pm

November 10<sup>th</sup>, 1pm-3pm

**Questions about this process can be answered by your RPC Coordinator:**

**Colleen Russo**

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