



Southern Tier Regional Planning Consortium
Board of Directors
September 3, 2020 1:30-3:30PM
Virtual via GoToMeeting

Meeting Minutes

Welcome & Introductions

Meeting began at 1:35 PM. Roll call completed by Emily Childress.

Administrative Items

Minutes: The meeting minutes from the second quarter board meeting held May 13, 2020 were sent out with the calendar invitation and the agenda for today's meeting. Nancy Williams asked for any edits or discussion on the minutes. None received. Eric Jansen made a motion to accept the minutes as written; Brandon Davis seconded. All approved, none opposed. Minutes were passed.

Peer/Family/Youth Stakeholders: Matthew McDonald has resigned from his role as a Peer Representative to the board. The Peer Family Youth Stakeholder group has approved the nomination of Thomas Yarbrough. A second nomination has been received this week and will be sent to the Peer Family Youth group to approve. If approved, that will leave us with one vacancy still to fill for this group. The vacancy that remains is for a youth representative.

Work Plan: Emily is working to convert the Excel work plan into Smartsheet program to allow for real time access to updates. There is a link that can be shared with any board member for view only access at any time. Another nice feature is the capability to create a dashboard. This would provide easy access to any shareable data, quick links, or any other useful information. Smartsheet would also allow for multiple levels of information to be viewed and accessed at any time. The dashboard can be inclusive of all of the workgroups, ad-hoc groups, and any ongoing projects. Colleen from Excellus commented that having access to the information real time would be extremely helpful, she has used this program before and found it beneficial. There were no objections to the conversion.

RPC Cohorts: The RPC team has organized into four topic area focused cohorts: 1) Children & Families, 2) Behavioral Health Workforce, 3) Social Determinants of Health (Primary care and co-occurring systems of care), and 4) Value Based Payment and Managed Care. This will allow cross-regional collaboration and state co-chairs meeting preparation, for example. Emily Childress is participating in the Behavioral Health Workforce, which includes the peer initiative. There is focus on the care management, licensed social worker, and peers at this time. Katerina, RPC Assistant Project Director, added that the intention of the cohorts is to make sure that when new information develops across the state, that the RPC team has a pulse on the information. Because the information can be a lot for one coordinator to really understand all aspects within the cohort, we have developed a cohort team to help streamline the dissemination of the information to the other coordinators across the state and allow the coordinator of each region to have all the necessary information while still being able to focus on their own regions.

State Co-Chairs Meeting: This is scheduled for 10/29/2020, as a virtual meeting. Nancy and Johanna have been participating in the frequent phone calls and planning around the agenda and functionality of this meeting. We have been discussing what agenda topics that we would like to focus on. This meeting we will be doing break-out sessions. The break-out sessions are primarily focused on the cohort topics. We will be talking about which issues each region has been focusing on, and what they want to bring to the table for discussion. This year has been very unique. This region prior to the pandemic, was focusing on transportation issues/barriers. Transportation barriers have been lifted due to the pandemic, so now we would like to change the focus a bit. The focus now will be around issues/concerns/feedback around the pandemic, the telehealth implementation as well as any non-pandemic concerns. If anyone would like to share any thoughts, please feel free to reach out.

Ad Hoc Workgroup & Subcommittee Reports

The quarterly report that was sent out with the agenda was reviewed.

Children & Families Subcommittee: The Subcommittee announced their new co-leads at the last board meeting. The last meeting held July 15th. This meeting discussed telehealth success stories and barriers. A major telehealth barrier that was discussed was the ability to do evaluations via telehealth. The group discussed concerns with being able to complete quality evaluations. Providers reported that high-risk clients were able to continue in person. Another concern was that many children are living in homes that potentially exacerbate their issues, or are living with someone that could be controlling of the conversation and the general “zoom burnout”. Many shared success stories and how they have been able to get creative on ways to engage or deliver services. The next meeting was rescheduled for September, one month earlier, so there could be more discussion on school reopening and what service delivery looks like.

Another project the C&F subcommittee has initiated is a CFTSS/HCBS provider capacity survey. The reason for this is because it is frequently discussed that the online designation list is not always accurate. Within the survey, we were able to split it by service line and by county, and included questions about capacity and wait list. The survey was sent out 9/1 and we asked that responses be done by 9/15. We also talked about doing the same for care management/Health Homes serving children. This will help identify and verify who is currently accepting referrals. On a good note, agencies are reporting that referrals are NOT decreasing. George Dermody reports that the Children’s Home of Wyoming Conference is seeing more of a “supply” issue for CFTSS and HCBS services. They have a waiting list that is growing and growing very. They are having difficulty finding qualified providers. Overall, there is probably plenty of work for all of the providers if they can find those to provide the services.

Peer Workforce Development Steering Committee: Last met in March 2020. The group recently hosted a peer learning collaborative panel event on August 24th. We brought together 5 peer networking groups from across the state. These groups were formed to help support, train, and educate individuals that are working in a role that utilizes their lived experience. Each group talked about their own roles. This event’s goal was to try to bring together those in the Southern Tier community that would be interested in forming a peer collaborative. There were approximately 50 in attendance and was open to other regions across the state. Next meeting is tentatively scheduled for the end of September.

Adult Health Home/HARP/HCBS: The last meeting was held on June 9, 2020. The next meeting is on Tuesday September 8th. These will continue to be held these virtually. Emily noted that one of the issues identified at the board level about barriers in workflow was broken down by the workgroup. They identified that it is really an overall lack of service providers in our area. A new issue discussed was language access. This has come up in other regions. There was discussion that MCOs are required to provide language services and many have them available. Sue Ruff commented that there is a lack of support for client's who use American Sign Language, those that are hearing impaired or deaf. The lack of support is noted to be due to lack of providers. Laura Zocco, OMH, suggested that it sounds as if the problem is not access, but more that there is a financial burden for the providers, even though MCOs are required to pay for interpreter services, while many do not pay in full, they do pay a percentage. Jeremy Boyce, CDPHP, asked if there was an outline for the specific requirements for the MCOs to reference regarding the reimbursement to the providers. Laura stated that there is and she would send to Emily. Colleen Klintworth, Excellus, noted that there is a tip sheet available for providers on how to utilize the language services for the Excellus members. She will send that to Emily to distribute to the rest of the board. There is also an added burden on small rural communities, due to the language service provider actually requiring reimbursement for the travel to the rural providers and/or the access to some of the languages. Another barrier is the client would prefer in-person translation service versus virtual service due to the context of the conversation or the quality of the service. Other Actionable Items for the workgroup include: RCA contact list development, will continue after the transformation, and transportation, will be discussed further at the meeting next meeting.

Transportation Issue Update

Emily met with the Tug Hill RPC coordinator, Beth Solar, to discuss transportation issues and barriers. Tug Hill and Southern Tier have similar transportation issues due to their rural environment. The two were able to meet with two new representatives, Joe and Ellen, from Medical Answering Services (MAS), the Medicaid transportation broker, regarding a new process for clients seeking opioid treatment services. Both are CASACs and have service delivery experience. This process helps those seeking services from an Opioid Treatment Provider (OTP) program, allowing them to forego the 72 hour notice. The medical reason used when calling to schedule the transportation is called "intake" and this allows the provider setting up the transportation immediate access to an MAS representative that can get the transportation set up immediately. There is no requirement for any forms at that time, but the provider is required to submit any of the necessary forms (2020 or 2015) within 3 days. They are working very closely with the OTP providers to identify preferred taxi services, as well as compiling and comparing client rosters. They are able to use these rosters to establish and maintain reoccurring transportation trips. The possibility of replicating this process for other types of service providers was discussed but they were not able to speak about this due to them being new to MAS but were very willing to discuss this further with the rest of the team at MAS. Emily will send out their contacts. Nancy, commented, this is very important and the RPC did a wonderful job advocating for the regions and the needs of the clients. Emily added that Joe and Ellen would be able to forward any workflow info as soon as it is released and would be willing to speak to the other RPC regions to make sure all are aware of this new program.

Adult Transition of Services

Laura, OMH, shared that the application was recently submitted to CMS for approval. Once the application is approved, there will be a 90-day transition process (TBD based on approval date). Based on the public comment period, there is consideration to change the name from ARS (Adult Rehabilitative Services) to CORE (Community Oriented Rehabilitation and Empowerment Services). Overall, the response has been supportive of the transition and the name change. Emily added that this is something that the HHH workgroup will follow closely.

Current Status, COVID-19

Status updates were requested from BOD members:

In Broome County, there is a mix of the way services are being delivered. Some are still doing remote and some doing face to face.

Cara Fraser, UHS, reports that they are status quo. Doing most services over phone/telehealth. They do still bring clients in for injections and crisis visits, but all the rest is remotely. Staffing challenges previously reported have adjusted but staff is reporting more of mental fatigue.

Re-opening – Most agencies have not established a plan to bring staff back to the office 100%. Most agencies are still asking staff to practice safe distancing and continue remote work. Julie Smith from Encompass, reported that they have most of their staff in the office, but doing as much remote work as possible to keep the staff and clients safe.

PPE Access – No reported issues with access to PPE at this time. Julie reported that her agency is providing PPE to their clients as well. Another agency reported the same as well as providing for their families to include gloves, masks, and hand sanitizer.

Service Delivery - Tioga County DSS has been fully staffed since May. The state is continuing to be lenient on eligibility interviews and allow them to be over the phone. Encouraging clients to do as much online as possible. This allows less traffic in the County building. Broome County has remained opened from the beginning of the pandemic. They echo that the state waivers have been helpful to allow a lot of requirements to be done online. They are experiencing an increase in food stamps (SNAP) benefit requests, Child Protective Services have been challenging.

Future of Telehealth

There has been a great deal of comments and feedback collected by the RPC as a whole since March. Emily asked the board if there was interest in forming a specific task force or steering committee regarding telehealth. This would be to gather specific data relating to the Southern Tier region. At this time, there was no expressed interest in a region specific telehealth workgroup/task force/steering committee formation.

Open Floor

Emily discussed the previous Value-Based Payment workgroup that was formed in the Southern Tier. At that time, the workgroup was put on pause. The board members were asked if there was any thoughts that this workgroup should be reconvened. Nancy suggested at this time, due to Care Compass Network already having a workgroup like this, it would be beneficial to define the role of the RPC in this topic to make sure that it is not a duplication. With the Adult HCBS transition in the

forefront, it would be important for the RPC to stay focused on that and be available for any information to the guidance.

Jeremy from CDPHP, added that they have restarted conversations with their providers and are working on putting together a VBP model. Now is the time to start further regional conversations with the support of the RPC.

Jeremy commented in regards to the previous conversation of language services. Providers can bill MCOs for reimbursement for translator services for managed Medicaid clients. The two questions that have been come up in the past have been 1) how to provide services for non-Medicaid members and 2) how to handle providers that refuse to utilize translator services or where to direct patients if a provider refuses to accept a client if they do not speak English.

Emily announced the fourth quarter board meeting, previously scheduled for November 18th, needs to be rescheduled due to too many scheduling conflicts. As soon as that date is confirmed, the calendar invite will be sent to all.

Meeting Adjournment

Ruth Roberts made a motion to adjourn; Julie Smith seconded. None opposed. Meeting concluded at 3:05 pm.

SOUTHERN TIER RPC: THIRD QUARTER Board Meeting
SEPTEMBER 3, 2020, 1:30-3:30 PM
VIRTUAL MEETING VIA GOTOMEETING

	Name	Attendance	Organization	Stakeholder Group
1	Bill Perry	Absent	Lourdes Center for Mental Health	CBO
2	Carmela Pirich	Present	Addiction Center of Broome County	CBO
3	George Dermody	Present	Children’s Home of Wyoming Conference	CBO
4	Michelle Zuk	Absent	Family Resource Network, Inc.	CBO
5	Robin Cotter	Absent	Catholic Charities of Chenango County	CBO
6	Susan Ruff	Present	Southern Tier Independence Center	CBO
7	Zac Rankin	Absent	Family and Children Society	CBO
8	Cara Fraser	Present	United Health Services	H&Hs
9	Emily Taggart	Present	O’Connor Hospital	H&Hs
10	Eric Jansen	Present	Cayuga Medical Center	H&Hs
11	Jim Kennedy	Absent	The REACH Project	H&Hs
12	Johanna George	Present	Circare	H&Hs
13	Julie Smith	Present	Encompass HH, Catholic Charities of Broome Co.	H&Hs
14	Marilyn Donnelly	Absent	Margaretville Hospital	H&Hs
15	Debra Maietta	Present	HealtheConnections	Key Partner
16	Shawn Yetter	Present	Tioga County DSS	Key Partner
17	Rebecca Rathmell	Absent	YWCA of Binghamton	Key Partner
18	Jennifer Lea	Present	iCircle	Key Partner
19	Mary Maruscak	Present	Rural Health Network of South Central NY	Key Partner
20	Lisa Berard	Present	Care Compass Network	Key Partner
21	Nancy Williams	Present	Broome County	LGU
22	Ruth Roberts	Present	Chenango County	LGU
23	Cindy Heaney	Present	Delaware County	LGU
24	Lori Morgan	Absent	Tioga County	LGU
25	Gerard Lippert (Interim)	Absent	Tompkins County	LGU
26	Colleen Klintworth	Present	Excellus BlueCross BlueShield	MCO
27	Jeremy Boyce	Present	CDPHP	MCO
28	Jennifer Earl	Absent	United Healthcare	MCO
29	Claire Isaacson	Absent	Molina Healthcare	MCO
30	Ivette Morales	Absent	Fidelis	MCO
31	Brandon Davis	Present		PYF
32	Patricia Vincent	Present		PYF
33	Karyn Kanzer	Absent		PYF
34	VACANT			PYF
35	VACANT			PYF
36	VACANT			PYF
37	Laura Zocco	Present	Office of Mental Health	State Government
38	Justin Lynady	Present	Office of Addiction Services and Supports	State Government
39	Noemi Simpson	Present	Office of Children and Family Services	State Government

Southern Tier Gallery Attendees: September 3, 2020: THIRD QUARTER 2020

	NAME	ORGANIZATION
1	Beth Solar	RPC, Tug Hill Region Coordinator
2	Lori Kicinski	RPC, Project Director
3	Katerina Gaylord	RPC, Assistant Project Director
4	Colleen Russo	RPC, Capital Region Coordinator
5	Ben Rosen	OMH, Central Office
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Board of Directors
September 3, 2020 1:30-3:30PM
Virtual via GoToMeeting

Meeting Agenda

- 1:30 PM Welcome & Introductions**
- 1:40 PM Administrative Items**
- Approval of Minutes (*Motion Requested*)
 - Peer Representative Board Seats
 - Work Plan Update
 - RPC Cohorts
 - State Co-Chairs Meeting 10/29
- 1:55 PM Ad Hoc Workgroup & Subcommittee Reports**
- 2:05 PM Transportation Issue Update**
- 2:15 PM Adult Transition of Services**
- 2:30 PM Current Status, COVID-19**
- Re-opening
 - PPE Access
 - Service Delivery
- 3:00 PM Future of Telehealth**
- Statewide data collection
 - Regional data collection
- 3:25 PM Open Floor**
- 3:30 PM Meeting Adjournment (*Motion Requested*)**

Next Meetings

The 4th quarter meeting had previously been scheduled for Wednesday, November 18th from 1:30 to 3:30PM. This meeting will be rescheduled with the date TBD.

Meeting minutes will be approved at the Quarter 4 board meeting, date TBD.



Workgroup and Subcommittee Quarter 3 Summary – September 3, 2020

HARP/HEALTH HOME/HCBS Workgroup, Lead: Johanna George, CirCare

- Met 6/9/20
 - Issues Discussed: Reopening transition, Barriers in workflow, Transportation, Language access
 - Active Barriers in Workflow: lack of service providers in geographical area causes waitlists
 - Action Items: GetThere presentation, RCA contact list development, Adult Services networking event
- Next Meeting: September 8th, 1:30-3:00 PM, via GoToMeeting

Children and Families Subcommittee, Leads: Sally Manning, C-SPOA, Tompkins & Tricia Carman, CHOWC

- Met 7/15/20
 - Issues Discussed: Telehealth success stories and barriers, CFTSS/HCBS capacity survey, Reopening transition
 - Action Items: CFTSS/HCBS/HH capacity survey, update active issues log, Children Services networking event
- Next Meeting: September 16th, 1:00-3:00 PM, via GoToMeeting

Peer Workforce Development Steering Committee,

Co-Leads: Matthew Petite, Excellus & Bill Gamble, MHEP

- Met 3/4/20
- Peer Learning Collaborative Panel Event, August 24th, 10:00 – 11:30 AM
 - Event will help steering committee and community members gain insight as they transition to implementing a Peer Learning Collaborative
- Next Meeting: TBA for September

All workgroup and subcommittee agendas, notes, and documents will be posted to the Southern Tier RPC webpage in 2020.



Southern Tier Regional Planning Consortium

Quarter 3 Board Meeting
September 3rd, 2020
1:30 - 3:30 PM

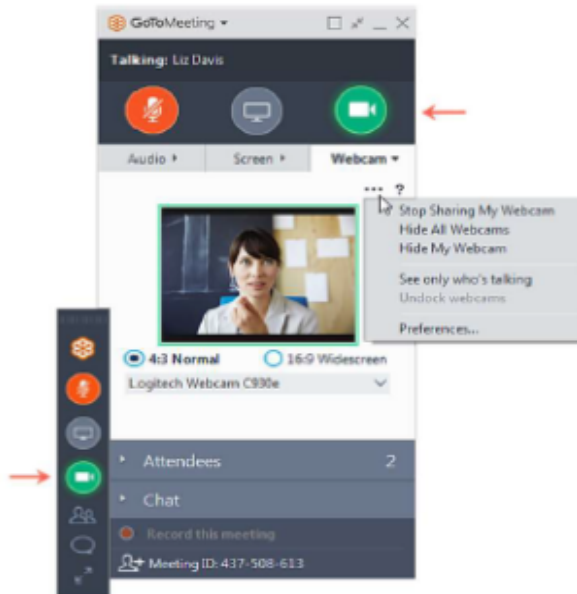
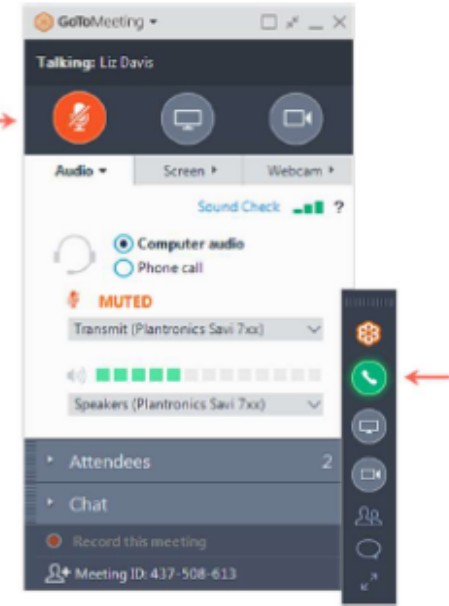


You will not hear any sound while we wait for others to join the webinar.

Please remember to mute your microphone if not speaking to help with background noise.

Also, please don't put our call on hold as we may hear your hold music. We understand you may have to take other calls. You can hang up and dial back in or just mute your line.

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Want to preview your webcam feed first? We know that you want to look your best! Just open the Webcam pane in your Control Panel (shown on the right). You will instantly see a preview of your webcam feed on the Webcam tab.

Agenda

- 1:30 PM** **Welcome & Introductions**
- 1:40 PM** **Administrative Items**
- Approval of Minutes (*Motion Requested*)
 - Peer Representative Board Seats
 - Work Plan Update
 - RPC Cohorts
 - State Co-Chairs Meeting 10/29
- 1:55 PM** **Ad Hoc Workgroup & Subcommittee Reports**
- 2:05 PM** **Transportation Issue Update**
- 2:15 PM** **Adult Transition of Services**
- 2:30 PM** **Current Status, COVID-19**
- Re-opening
 - PPE Access
 - Service Delivery
- 3:00 PM** **Future of Telehealth**
- Statewide data collection
 - Regional data collection
- 3:25 PM** **Open Floor**
- 3:30 PM** **Meeting Adjournment (*Motion Requested*)**



Administrative Items

- ▶ Approval of Quarter 2 Minutes (*Motion Requested*)
- ▶ Peer Representative Board Seats
 - ▶ 1 Resignation
 - ▶ 1 Approved Nomination
 - ▶ 1 Pending Nomination



Administrative Items, cont.

- ▶ Work Plan Update
 - ▶ Format Options
 - ▶ Task Force/Steering Committees



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	Issue Description	History	Action Steps	Referred	Responsibilities	Date Identified	Res
1	1. Medicaid recipients who rely on Medicaid Non-Emer. Medical Transportation struggle to access transportation to OMH & OASAS clinics and appts on the same day.	Data was collected throughout 2018; Issue was presented at State Co-Chairs Meeting, November 2018; Transportation Taskforce created with RPC, OMH, OASAS representation	Ongoing Transportation Taskforce meetings led by Emily Childress; Updates provided to board following each meeting Summer 2020: Opportunity to explore data regarding decrease in transportation barriers with pandemic	State level	Emily to schedule follow-up meetings	Ongoing	
2	2. HCBS Workflow is burdensome and difficult to navigate for all parties involved.	ST HHH Workgroup has identified where difficulties arise in the workflow; Two Workgroup members participate in RPC statewide group	HHH Workgroup will identify specific points in Workflow to narrow the focus of this Issue. 6/9/20 Workgroup identified "lack of service providers in geographical area" as main barrier	Adult HHH	HHH Workgroup	Updated 6/9/20	
3	3. Educational qualifications to conduct HARP Brief Assessment are difficult to meet with available staff and workforce.			Adult HHH State level			
4	4. Educational Qualifications and Work Experience to provide Adult BH HCBS – Education Support Services (ESS) are difficult to meet with available staff.						
5	5. Many agencies seem to have a shortage of peer employees. There is confusion around Peer credentialing both for OMH Certified Peer Specialists and OASAS Certified Recovery Peer Advocates. Education around Peer standardizing language is still a necessity.	Steering Committee created in September 2019; base analysis survey conducted October 2019	Step 1: Survey organizations to determine readiness to host and/or participate in training and support meetings Step 2: Analyze survey results Step 3: Development of Peer	Peer Workforce State level			



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- Charter.docx
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- Legacy Projects.xlsx
- School Logo.jpg

- Report - At Risk
- Report - In Progress
- Sheet - Project A
- Sheet - Project B
- Sheet - Master Roll-Up

Contacts

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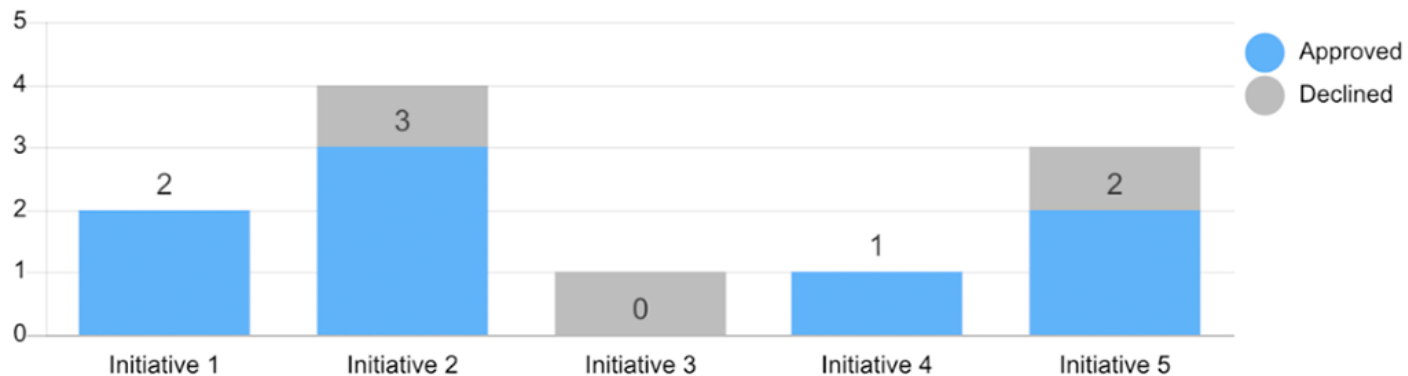
News

The Office will be closed on Friday, 4/17.

Please have projects updated by 4/16 to ensure proper lead time for meetings the following Friday.

Team Coor:

Projects per Strategic Initiative



Outstanding Tasks



Administrative Items, cont.

- ▶ RPC Cohorts
 - ▶ Children and Families
 - ▶ Behavioral Health Workforce
 - ▶ Social Determinants of Health
 - ▶ Value Based Payment/Managed Care
- ▶ State Co-Chairs Meeting 10/29



Ad Hoc Workgroups & Subcommittee Reports

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- Next Meeting: TBA for September



Transportation Issue Update

- ▶ Medical Answering Services (MAS)
 - ▶ Opioid Treatment Providers (OTP) Process
 - ▶ Directors:
 - ▶ Joe LaCoppola, CASAC jlacoppola@medanswering.com
 - ▶ Ellen Friedman, CASAC efriedman@medanswering.com



Adult Transition of Services

- ▶ Timeline Update
- ▶ Proposed Name Change



Current Status, COVID-19

- ▶ Agency Re-openings
- ▶ PPE Access
- ▶ Service Delivery



Future of Telehealth

- ▶ Data Collection
 - ▶ Regional
 - ▶ Statewide
- ▶ Task Force/Steering Committee



Open Floor

- ▶ Additional Comments



Meeting Adjournment

- ▶ Next Meeting previously scheduled for November 18th
 - ▶ Will be rescheduled
- ▶ *Motion Requested for Adjournment*

