



RPC - Tug Hill Region

Jefferson County - Lewis County - St. Lawrence County

REGIONAL PLANNING CONSORTIUM
Tug Hill Region – 2019 1st Quarter Board Meeting
March 27, 2019 10am-12N
Hilton Garden Inn - Lake Ontario Room
1290 Arsenal Street, Watertown NY 13601

1. Call to Order

Pat Fralick called the meeting to order at 10:03am

2. Introductions (Name, stakeholder group, agency/organization)

- **Introduction of New Board Members**

New board member Karen Gerken, Ray Babowicz, Shannon Blount introduced and welcomed by Beth Solar

3. Confirm Quorum

Confirmed by Pat Fralick and Beth Solar

4. Approve Meeting Minutes from December 12, 2018 Board Meeting

Pat Fralick requested review.

Angela Doe started movement. 2nd by Kathy Connor All in favor.

5. Where are we going in 2019 –

- **Discuss the 2019 direction of the Strategic Plan**

Beth Solar reviewed strategic plan bullet points: leadership, fiscal sustainability, workforce, operation and information technology, and cultural shift. Evaluated work performed in the region, in the RPC and other groups to create a focus on what is best to for 2019 without duplication. Each bullet point was reviewed.

Leadership: Invitational meeting to other executives within the region and create collaboration. Bring everyone to one table. Identify areas of collaboration and share successes and ideas.

Fiscal Sustainability: A lot of work in area in progress (VBP, HH/HARP/HCBS). BHCC present updates to Jefferson and Lewis counties. Resource is already available.

Workforce: There is already a retention/recruitment committee as well as a statewide workforce committee. Deferred action

Operation and informational technology: Operations focus in the HH/HARP/HCBS workgroup. Started with Adult HCBS training that was held on March 20, 2019. Will look at next steps at that workgroup. Informational technology is currently on hold.

Cultural Shift: Ties in to every bullet point on the strategic plan- Seeing things through the lens of the client.



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- **Discuss/Plan Tug Hill Region Symposium:** Pat Fralick stated potential value to gather leadership from agencies in Tug Hill region as well as other initiatives to see how it all interacts with one another (DSRIP for example). Focus on how we can continue to provide quality services. Looking for volunteers to create an ad-hoc workgroup that would create what the symposium would look like and decide who needs to be at the table. It is unknown as to of which stakeholder group should be present and how many. Ask is to take back who should be invited if they aren't at the board table. Representative from your agency or other recommendation to participate in the workgroup.

Beth Solar stated they are looking to hold the Symposium in October. So that proper preparations in order. *Susan Hodgson* suggested that the individual responsible for the oversight of DSRIP at her organization may be a suggestion to join the ad-hoc group. To discuss how they continue align and funding of project post DSRIP. Susan will follow up with TH coordinator with this suggestions contact information. Patrick Fontana (FDRHPO) suggested contacting Lindsey Knowlton from NCI, this would provide collaboration also working with BHCC.

1st objective of workgroup would be to identify who should be at the table. There is so much overlap that we need to ensure collaboration is continuing. This workgroup will meet a few times for an hour or two therefore time commitment isn't great. Beth Solar to send out an email with details.

- **Discuss upcoming BOD election**
The Tug Hill is in their 3rd year which means an election is to be held in the Fall of 2019. The RPC is working on guidance to create a direct clear process. Town hall will start to see who is interested in the board seats and to create nominations. Coordinator will send out information when everything is solidified as well as summarize the details to everyone on the board.
To propose candidates there will be a nomination process.

6. Regional Workgroup Updates:

Pat Fralick, in regards to the process of the children and families rollout, questioned the room: is there any issues or concerns with the services that are to be rolled out? What are you hearing? It seems like a flurry of activity- agencies and staff are unclear/unsure of what is going to happen.

Lindsey Newvine (St. Lawrence SPOA/SPOE Coordinator): Providers have no clue what's going on. Accessing the new CFTSS services, who can refer/recommendation (lack of guidance to providers on what services are and how to refer)



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Laura Zocco (OMH): The information to be done by region to provide education to the referral sources, Pediatricians and schools. State isn't actively pursuing. List available online of who is CFTSS provides. Suggestion was made to create a unified marketing packet for the region. Who are the providers in the region and the population specifics? Creation of a list. There is a resource on the OMH website of who is designated for what service and can be sorted by county.

Beth Solar suggested the creation of a directory similar to the Adult HCBS.

Pat Fralick: What other barriers are there to provide this to pediatricians?

Joey Horton suggested the creation of a simple form/brochure and sending it to the office manager with a warm handoff. Make it easier as possible.

Susan Hodgson pointed out that Family practices will require the information. Specifically in the more rural areas.

Pat Fralick also spoke about engaging the school systems to create a level of understanding of the changes that are happening. Front line staff unsure of what to do and when, they don't want to children to miss services.

Having conversations and allowing ourselves to ask the questions. POC not needed at referral but need to know why the referral was made, information on which services they were looking for.

Angela Doe: focusing on workflow. If there is a specific workflow in front of them they will know what steps they need to take. Being proactive with workflow could be brought to the children and families subcommittee. The benefit of the workflow, so there is not a duplication in services being provided.

Pat Fralick: sharing information of best practices will be helpful. Keep in mind we are in transition of services, many organizations have been funded differently previously.

Communication piece is a huge barrier. Everyone has a job to do with revolving parts. A lot of time is spent doing phone tag with the provider. We need to figure out a communication barrier. Case load burden can create a barrier to communication.

CHUNNY is planning on meeting with different referral services to create an easier referral process.

Angela Doe added that workflow most important is reasonable access. Phasing in of new services, still people who are unfamiliar with adult HCBS services being 3 years out. Create an environment that decreases the anxiety, so the family doesn't sense that. If we are uncomfortable then the people who deal with it daily are feeling it as well. Then the families are getting the sense of unease.



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- **Children and Families Subcommittee – Alicia Ruperd , Beth solar**

This discussion is what the subcommittee is working on. Marketing area is a specific, wanted to look at the state brochure before anything done by region. Next meeting we will discuss what has already happened and then what's coming. Review date changes that were recently made. Alicia Ruperd is the sole LGU lead. There is an opening for C&F Chair: must be board member and direct contact/interaction with children services. Looking to fill this lead opening.

As updates come from the state, RPC will forward a consolidated email at the end of the week of the state updates.

Any consistent theme is being funneled to Alexis Harrington, RPC Capital who provides feedback to NYS.

There is a one-page resource guide available.

<http://www.clmhd.org/img/uploads/C&F%20Resource%20Page%2011.20.18.pdf>

Next meeting scheduled for April 3, 2019 @ 1pm

- **HHH Workgroup – Angela Doe/Jessica Gonyou**

Last meeting held February 21, 2019

Adult HCBS Training and Panelist event held March 20, 2019

Tug Hill HH/HARP/HCBS group reset recently to create a focus as to where the group would like to go. This occurred at the last meeting. Looking for education and best practices. Joe Simko, OMH FO presented on HCBS services.

Event occurred on March 20th 2019, TLS provided space for training for Care Management Agencies and HCBS, peer support on training. 40 ppl attended. Panel discussion included individuals from care management agencies and HCBS providers, Fidelis, and peer agency that provides HCBS services. Opportunity for the group to talk about best practices specifically a *shepherding* process to lead client all the way through the services.

TLS/Jessica Gonyou has had trainings on: *What matters to you philosophy?* Creating conversation with the client on what's important to them and what goals to work on that matter. This type of conversation boosted relationship with clients forming more trust and a bond. Working with our clients they have been told time and time again what they need. Instead, we should focus on what they want to achieve; increasing the willingness to participate in services. This region is lacking with referrals: Joe Simko talked about how to funnel into where we will make progress with these services and obtain the individual goals.

Feedback from the event consisted of many positives. Frequently heard that it was nice to hear other's prospective and approaches.

Last meeting was standing room only!



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Golden thread: improve outcomes by improve communication, lessen anxiety, to solidify workflow.

7. State partner reports

- **OMH – HCBS data**

Laura Zocco provided data. HCBS access data by county. Tug Hill for each county is tracking well compared with ROS, 1 piece to focus on HCBS claim data (only 3%). What do people do when someone is assessed? Something to consider is how to market the services to individual after the assessment process and how these services could assist. Also take in consideration with this data that not every county has providers that offer every service. St Lawrence & Lewis counties lack services, for example neither has providers for education support services. Laura also stated that this data doesn't reflect newly contracted RCAs. DSS can identify individuals' who are HARP eligible but not yet enrolled to create a community referral for harp eligible individuals (any provider can). Outreach list was deemed fairly unsuccessful. Could this happen for children? Angela Doe- left over Pay for performance \$ list of eligible individuals that qualify and in PSYCKES system are auto enrolled. BH specific in SUD and MJ programs SDE/RCA are tracking. Compare folks who we currently have and those who are still out there that aren't involved. Access to PSYCKES that you can claims data (on OMH guidance). If you can compare data you can see and identify who your clients are, can have DSS conversations. Identifying those in the greatest need????

8. Open Floor – For any stakeholders to provide any BH updates or upcoming events they may be hosting

April 5th, VBP workgroup meeting in Glens Falls, AHI Travelers Building.

Susan Hodgson, resigning from her position on the board effective immediately, she will provide the contact information to the coordinator for the person from St. Lawrence Health Systems that will take over the seat.

9. Adjourn

Joey Horton motioned and Richelle David 2nd @ 11:39p

Next BOD Meeting is June 26, 2019. Location: TLS board room will be update in calendar invite.

Next Children and Families Subcommittee meeting is April 3, 2019



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| Jim Scordo | CBO |
| Karen Gerken | CBO |
| Justin Jones | CBO |
| Maureen Cean | CBO |
| Angela Doe | CBO |
| Ed Thomas | CBO |
| Susan Hodgson | HHS |
| Vicki Perrine | HHS |
| Christina O'Neil | HHS |
| Jane Vail | HHS |
| Joey Horton | HHS |
| Ray Babowicz | HHS |
| Kathy Connor | PYF |
| Richelle David | PYF |
| Mathew Bradley | PYF |
| David Bayne | PYF |
| Lyndsey Podkowka | |
| Stephanie Pestillo | MCO |
| Shannon Blount | MCO |
| Jennifer Earl | MCO/Chair |
| Patricia Fralick | DCS/Chair |
| Alicia Ruperd | DCS |
| Jay Ulrich | DCS |
| Pat Fontana | KP |
| Chris Emerson | KP |
| Larry Calkins | KP |
| Barry Brogan | KP |
| Chris Paige | KP |
| | KP |
| Laura Zocco | State |
| Marni Millet | State |
| Doug Sitterly | State |

Gallery attendance:

Peter Griffiths, Jacqueline Miller, Jessica Gonyou, Lindsey Newvine, Ben Rosen, Leesa Harvey-Dowdle, Katie Molanare, Tim Ruetten