

## Improving and Bridging Systems Subcommittee

### Minutes

Meeting Information			
<b>Date</b>	Wednesday, December 19, 2018	<b>Time</b>	1:00 – 2:30 PM
<b>Location</b>	303 E 17 <sup>th</sup> Avenue, 11 <sup>th</sup> Floor, Room 10A	<b>Call-in Number</b>	1-877-820-7831 // 946029#
<b>Committee Purpose</b>	Serve as a laboratory for strategic innovations and guidance that bridge and integrate systems for Health First Colorado members, particularly those with complex needs and who require services and care coordination across systems.		
<b>Meeting Purpose</b>	Develop scopes of work for proposed Corrections recommendations (see back)		

Meeting Attendance	
Voting Members and Participants	Invited Guests
Krista Fuentes, Van Wilson, Joanna Martinson, Manny Melles, Tina McCrory, Ben Harris, Bryan Stanley, Candy Wolfe, Terri Hurst, Carol Plock, Brooke Powers, Stephanie Farrell, Luis Alvarez*, Jenny Nate*, Carol Ann Hendrikse*, Abigail Tucker*	

\*Attended via phone.

Meeting Items					
Item No.	Time	Owner	Description	Attachment	Action No.
1	1:00 – 1:05	CP	<b>Roll call and November minutes' approval.</b> Carol called the meeting to order at 1:09PM. No quorum of sub-committee members was present, so Carol deferred minutes approval to January.	1	
2	1:05 – 1:15	CP/BH	<b>November and December PIAC Report Out.</b> During the November PIAC, Carol gave an introductory presentation on the sub-committee to the PIAC membership. This presentation gave an overview of the scope of the sub-committee as well as the most recent work the sub-committee had done on the Department of Corrections (DOC) involved members. Terri and Krista assisted with presentation. PIAC gave edits to the sub-committee's recommendations and, once revised, will vote on their final approval via email. During the December PIAC, the two remaining sub-committees gave introductory presentations. Throughout both meetings, Carol said PIAC was discussing how they would be revising their structure and scope considering ACC Phase II implementation. Ben opened the floor for questions and feedback about PIAC from sub-committee members. There were no responses.		
3	1:15 – 1:25	CP/BH	<b>Review PIAC revisions to Corrections recommendations.</b> Carol then walked through feedback from PIAC on the DOC recommendations. Carol stated that she received feedback to emphasize family involvement, to address demographic variance, particularly the experience of women, and	2	



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		<p>to build capacity within provider networks to better serve justice-involved members. Tina stated that an important component of addressing issues across demographic variables will be creating cultural competency plans that encompass the perspectives of diverse populations. Terri stated that it is important to address the relationship within different demographics. For example, it is important to not only understand the needs of women but to also understand how the needs of women may differ among different races, religions, etc. Ben said outcomes could be broken down by different demographic variable to ensure equitable outcomes. Van reiterated the importance of person-centered verbiage when speaking about members and when creating outward facing documents for members.</p> <p>Candy called attention to the importance of addressing the stigma associated with this population and emphasized being sensitive to their unique needs when developing resources to help their transition from incarceration. Terri referenced a practice in Colorado Springs that is contemplating becoming a transitions clinic and stated that the use of peers and provider education is particularly important to serve this population. Joanna stated that providers need appropriate education on how to interact with this population since many providers are often fearful of this population. She wondered what training was needed in order to help providers see past the members' histories. Van stated that much of what has been discussed can be connected to contractual cultural competency items. Furthermore, he asked if specific language would be needed for this population. Joanna suggested that facilities like cold weather shelters are good places to outreach this population because many members deal with housing insecurity. Furthermore, she emphasized timeliness of interventions, stating that the system has a quick window of time to help members transition and get them on their feet.</p> <p>Stephanie also said that it is important to differentiate between members on parole and members on probation as the two populations frequently have different experiences. Luis compared the transition of those being released from the justice system to military service men and women returning from abroad. The latter debrief when they return home in order to better prepare them for their transition. Similarly, justice involved members should be debriefed before re-entry as well. Terry reinforced that</p>		
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			<p>view and said community-based re-entry programs can help with that process. She said she could provide a list of the thirteen locations programs across Colorado. Ben stated the Department has worked with some of them but would like to get more involved with their work.</p> <p>Carol said she and Ben would make the edits to the recommendations and submit them to final approval with PIAC.</p>		
4	1:25 – 2:25	All	<p><b>Develop scopes of work for Corrections recommendations.</b> Carol gave an overview of the framework the sub-committee had developed at the last meeting to describe the transition from prison to the community. Ben added that it was meant to be a high-level overview of the key elements of that transition. He mentioned key work that had been done at each element, including a data sharing agreement and pre-release care coordination venues. He also reiterated the importance of tracking outcomes and asked how involved parties could measure success for each element.</p> <p>Carol asked if the goal was to do Medicaid eligibility screening upon booking. Stephanie stated that she would like eligibility screening to be done six months before a member’s scheduled release since they may be making too much money at booking to qualify. Ben countered and said that it made more sense to have them apply when they get in so they could access their few Medicaid benefits while incarcerated. Tina stated that the goal should be that have full benefits upon their release.</p> <p>Candy stated that she was afraid members with acute needs would not receive adequate support during the release transition in order to maintain their sobriety. Terri referenced a program in Jefferson County where therapists do evaluations for certain members while they are still incarcerated. This helps streamline the process of connecting members to services upon their release. Ben stated that there is a similar program at Community Reach Center. Moreover, he stated that many Community Mental Health Centers had done similar work with jails and that the previous Behavioral Health Organizations had contractual expectations to do this coordination. Tina asked those in attendance if a co-located model at community re-entry organizations would be beneficial. There was widespread support. Candy also emphasized the importance of those</p>	3	1



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			<p>working with the same member to communicate closely. She added that one issue that often occurs is disagreement among those staff. For example, if the parole officer and case manager have two opposing plans how does this conflict get resolved. Carol reemphasized the importance of collaborative care planning between the different individuals involved in the member's care. Luis said that his organization had a successful model for adolescents and those lessons could be applied to adults. Candy also added that care planning, follow ups, and appointment reminders can have a big impact on an individual's success. Tina stated that staff should work on timeframes of the members themselves. Ben responded that many times staff may not know when an member will be released until 24 hours before their release date. Van and Terri said that a group of RAEs, DOC staff, and engaged stakeholders were working to address these operational challenges. Terri added that more work to include community-based organizations and social services in those conversations needed to be done. Stephanie suggested the Drug Court model as an excellent example of how multi-disciplinary teams could work together. Carol suggested having a joint meeting with other stakeholders to ensure alignment of work and goals. Stephanie stated that going forward the sub-committee should track emergency visits, sobriety, mortality, recidivism, housing, employment, and length of eligibility. Krista added that the sub-committee should also track time to appointments.</p> <p>Carol stated that they would revise their current draft of the framework for the next meeting.</p>		
5	2:25 – 2:30	BH	<p><b>Sub-committee housekeeping.</b> Carol adjourned the meeting at 2:28PM.</p>		

#### Meeting Action Items

Date Added	Action No.	Owner	Description	Due Date	Date Closed
12/19/2018	1	BH/CP	Revise framework.	2/7/2019	

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify Ben Harris at 303-866-2399 or [benjamin.harris@state.co.us](mailto:benjamin.harris@state.co.us) or the 504/ADA Coordinator [hcpf504ada@state.co.us](mailto:hcpf504ada@state.co.us) at least one week prior to the meeting to make arrangements.

